Attention Symbols, Warning Symbols, and Gray Boxes

You *must* be aware of safety when you install and use this system. This *User Guide* provides various procedures. If you do some of these procedures carelessly, you could *injure* or *kill* yourself or damage equipment or property. Some other procedures require special attention.

The **WARNING!** symbol means that if you are not careful,

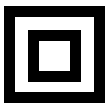
You could *injure* or *kill* yourself, or

You could damage equipment or property.

The **ATTENTION!** symbol means you should pay special attention to:

Important instructions for using the system, or

Important instructions for maintaining the system.



The Class II Symbol alerts qualified service personnel to use only identical replacement parts in this apparatus.

For Your Safety

Do *not* try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are *no* user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.

To reduce the risk of fire or electric shock, do *not* expose this appliance to rain or moisture.

Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROL, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

Equipment and Software Covered by this User's Guide

This *User Guide* covers DISH Player-DVR 512 receivers and software model DP512. This *Guide* may cover other devices, not listed here.

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The information in this *User Guide* may change without notice. We may issue revisions to tell you about such changes.

Please send comments or questions about this *User Guide* to: *Technical Publications, EchoStar Technologies L.L.C., 100 Inverness Circle East, Englewood, Colorado 80112.*

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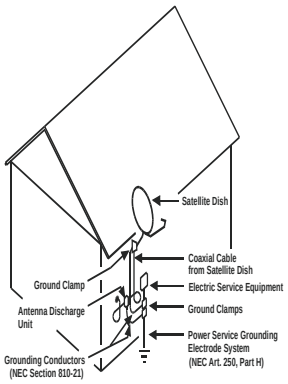
Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Connect the power plug to an outlet having a safety ground connection. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. The power plug must be readily accessible so that the equipment can be easily disconnected from the AC power.
11. The receiver is still connected to the AC power whenever it is plugged in to a live power outlet, even if the receiver is turned off using the buttons on the remote control or the front panel.
12. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
13. Use only attachments/accessories specified by the manufacturer. The use of accessories or attachments not recommended by the receiver manufacturer will void the *Limited Warranty.*
14. Unplug this apparatus during lightning storms or when unused for long periods of time.
15. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

Note to Satellite TV System Installer: This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the *National Electrical Code* (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical (see the illustration).


Satellite Dish
Coaxial Cable from Satellite Dish
Electric Service Equipment
Ground Clamps
Power Service Grounding Electrode System (NEC Art. 250, Part H)
Ground Clamp
Antenna Discharge Unit
Grounding Conductors (NEC Section 810-21)

Safety Tips

- Unplug the receiver from the AC power outlet *before* cleaning.
- Always handle the satellite receiver carefully. Excessive shock and vibration can damage the hard drive.
- Do *not* place the receiver in an enclosure such as a cabinet without proper ventilation. Do *not* stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- Do *not* install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- Operate the receiver using *only* the power source type indicated on the marking label. Unplug the receiver power cord by gripping the power plug, *not* the cord.
- Do *not* overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- *Never* insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- *Ensure* that the outdoor parts of the antenna system are grounded in accordance with local, state, federal, and *National Electrical Code* (NEC) requirements.
- Do *not* locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take *extreme* care to avoid touching such power lines or circuits, as contact with them can be *fatal*.
- Do *not* attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the *Limited Warranty.* Refer all servicing to authorized service personnel.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

Chapter 1

Introduction

Congratulations on choosing DISH Network. You are about to experience the excitement and convenience of Direct Broadcast Satellite (DBS) service, which delivers the very best picture and sound quality. DISH Network consistently provides state-of-the-art products and satellite-delivered services — with high performance, ease of operation, and a wide variety of entertainment options.

Welcome!

You're about to enjoy a Digital Video Recorder!

This satellite receiver lets you decide how you watch TV. You can record and play back audio and video with full digital quality. You can pause a live program and not miss any of the action or you can record a program to watch later, without a VCR.

Important Information About This Receiver

- Always handle the satellite receiver carefully. Avoid excessive shock and vibration at all times as this can damage the internal hard drive.
- If you have the receiver turned on and need to move it, be sure to unplug the receiver and *let it sit for at least 30 seconds* before moving it.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F while the unit is operating.
- If the receiver is cold to the touch, do not plug it in immediately. Let it sit *unplugged* at room temperature for at least 45 minutes before plugging it in.
- Avoid installing the receiver above, on top of, or underneath another electronic device (such as an audio receiver), as this can cause heat build-up and vibration.

About this Receiver

Your DISH Network satellite receiver has features that make watching TV more exciting. Along with the integrated digital video recording (DVR) functions, you are about to discover new ways to make programming choices.

Remote Controls

Two remote controls coan be used with your receiver:

- An Infrared (IR) remote control is *included* with your receiver. It controls programming for a nearby TV and is labeled with a green number 1, which matches similar markings on the receiver output connections and the menus displayed for the nearby TV.
- An optional IR/Ultra-High Frequency Pro (UHF Pro) remote control is also *available separately* to control programming through walls, floors and other obstructions, for example, when your receiver is installed in a different room than your TV.

Overview

***Before* you use your satellite receiver**, you need to install the system or have it installed by a professional technician. For a professional installation, please call the Customer Service Center at 1-800-333-DISH (3474). If you install the system yourself, use the diagrams and instructions in *Chapter 2*.

A vital part of the installation is to set up the receiver to get the latest software from the satellite. Afer you install a new system correctly, following the instructions in *Chapter 2*, then your receiver will automatically install this software.

For information on the receiver and its installation, read *Chapter 2, Receiver Description and Installation* beginning on page 19.

For information on any specific feature or function, read *Chapter 3, Using The System* beginning on page 37.

If you have a problem operating the system or receive an error message, use the *Troubleshooting Tables* beginning on page 97.

Tip: In the margins of pages throughout this guide are tips and other information to make using your satellite receiver easy and fun.

Conventions

To make it easy for you to use this guide, we use the following conventions.

- The names of remote control buttons are all uppercase.
  For Example: Press the SAT button.
- Menus and options that appear on the TV screen are in bold type.
  For Example: Open the **Program Guide**.
- *Select* means to move the highlight to an on-screen option or choice in a list and press the SELECT button on the remote control.
  For Example: Select the **Locks** option.
- Button sequences are shown in this convention: [button name or

number]-[button name or number]-[button name or number]. For Example: Press MENU-6-1-3 on your remote control to display the **System Information** screen.

- Connections on the back of the receiver are in small capital letters. For Example: **SATELLITE IN**
- Where this guide mentions *nearby TV*, it refers to any TV directly connected to the receiver's TV1 outputs. A nearby TV receives the menus and satellite programming from the receiver's TV1 outputs and is connected using coaxial or audio/video cables.
- Where this guide mentions *remote TV*, it refers to (a) cable-ready TV(s) located away from the receiver. An IR/UHF Pro remote controls the satellite receiver and its menus and programming are delivered through your coaxial cable.
- Where this guide mentions *remote control*, it refers to either the included IR remote control used when viewing a nearby TV or an optional IR/UHF Pro remote control, which can be used to control the receiver from a different room. If a specific remote control must be used, this guide will refer directly to it.

Fixed Images

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV's user guide for information on whether this is a problem for your TV's display, what operating/viewing restrictions apply to avoid this problem, and any associated TV warranty coverage.

DISH Network Logo

Whenever the receiver's TV1 output(s) are turned off using the remote control or front-panel POWER buttons, you will see the DISH Network logo moving around on your TV screen. This feature is included with your receiver to assure you that the connections between your receiver and TV(s) are not lost. Press the POWER or SELECT button on the remote control to resume watching satellite TV programming.

Note: This logo is displayed using the TV1 video outputs, except for the **CH 3–4 OUT**. TV(s) connected using **CH 3–4 OUT** will not display this.

Getting Started

After your system has been installed, order and watch your programming using the following steps:

Step 1: Ordering Your Programming

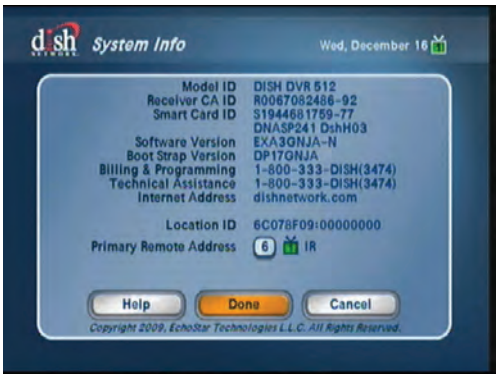
1. Using a remote control, press SAT and then press the top POWER button to turn on the receiver. Make sure the TV is also on.

2. Press GUIDE.

   You will see that some channels in the **Program Guide** appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order their programming.

3. Press the SYSTEM INFO button on the receiver front panel to display the **System Info** screen.

   Note: The following screen is for example only. Be sure to use the numbers on the **System Info** screen displayed on your own TV.



4. Call the Customer Service Center at 1-800-333-DISH (3474). A customer service representative will help you start DISH Network programming on your system and will discuss the various programming packages available.
5. Choose a package and the representative will authorize your programming.
6. Press SELECT to close the **System Info** screen.
7. Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed.

Tip: The IR remote control is used to control TV1 menus and programming on a nearby TV. An optional IR/UHF Pro remote can be used to control the receiver from another room.

Step 2: Finding Programs to Watch

1. Press the GUIDE button.

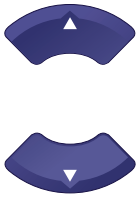
2. When the **Program Guide** opens, use the UP or DOWN ARROW to view information on other channels. Press the PAGE UP and PAGE DOWN buttons to move you quickly through the **Program Guide**. The channels for the programming you ordered should be shown in white and are available for viewing. After you have highlighted a current program in the **Program Guide**, press SELECT to watch it.

Tip: The Program Guide provides a complete listing of all programs available on all channels, including those that are not in your subscription (these channels have red backgrounds).

Quick Tour of Basic Features

This tour guides you quickly through a number of basic satellite receiver features accessible directly from the remote control without using menus. For more detailed information about each feature, see *Chapter 3, Using the System*.

1. Make sure the TV is on.
2. Press the UP or DOWN ARROW button on your remote control to change channels.



3. Press the RECALL button to go back to the last channel you watched.

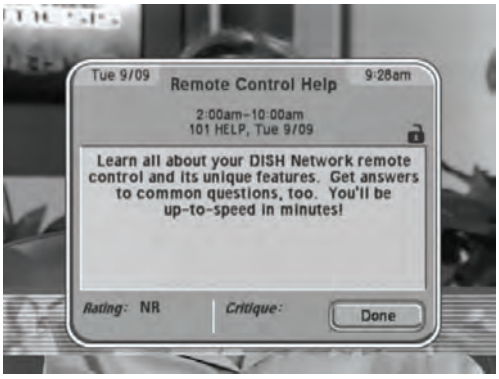
4. Press the THEMES (LEFT ARROW) button to open the **Themes and Search** menu. This menu allows you to search for programming by thematic categories (for example, movies, sports, and more) or by one or more key words used in the descriptive programming information.

5. Select **Sports** to see a list of sporting events.
6. Press the VIEW LIVE TV button to return to watching the program in progress.

7. Press the INFO button to see information about the program.

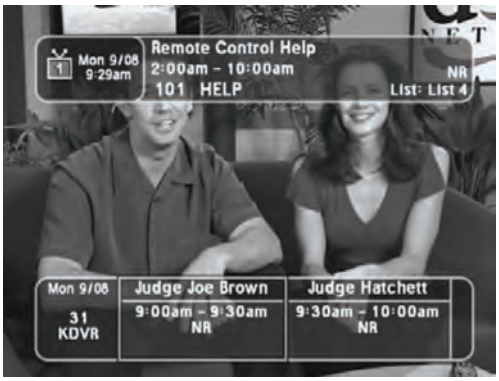
   Note: The first time you press the INFO button, the background of the screen of information is transparent. Press the INFO button again to make the background of the

information screen opaque (solid). When you press the INFO button a third time, the information screen is closed.


Tue 9/09
Remote Control Help
9:28am
2:00am-10:00am
101 HELP, Tue 9/09
Learn all about your DISH Network remote control and its unique features. Get answers to common questions, too. You'll be up-to-speed in minutes!
Rating: NR
Critique:
Done

8. Press the CANCEL button to return to watching the program.

9. Press the BROWSE (RIGHT ARROW) button to open the **Browse Banner**. The **Browse Banner** shows information on a program you're watching at the top, and information on two other programs at the bottom of the TV screen.



10. Press the UP or DOWN ARROW button to change the channel information you see at the bottom of the TV screen.

11. Press the RIGHT ARROW button to highlight the program coming on next at the bottom. Press the LEFT ARROW button to go back to the program on now.

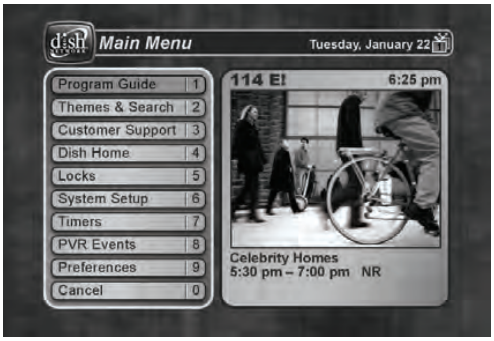
12. Press the VIEW LIVE TV button to clear the **Browse Banner** from the screen and return to watching the program in progress. Press SELECT to change to the highlighted channel.

Quick Tour of the Menus

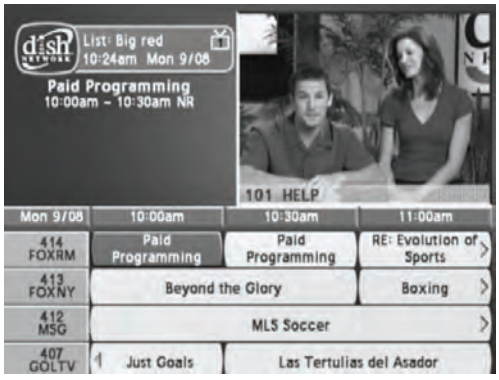
This tour guides you quickly through the basic features available through the **Main Menu**. See *Chapter 3, Using the System* for more information about these and other features.

Note: The menu buttons that are grayed out indicate that while the features are not yet available on this system, they may become available with future software upgrades.

1. Press the remote control MENU button to open the **Main Menu**.



2. Press the 1 button to select the **Program Guide** option on the **Main Menu**. This opens the **Program Guide** on the TV screen.



You can use the **Program Guide** to find and select a program to watch. For now, though, go on with this tour.

3. Press the MENU button to go back to the **Main Menu**.

4. Press the 2 button to select the **Themes and Search** option on the **Main Menu**. This menu allows you to search for programming by themes (movies, sports, etc.) or by key words used in the program information.

Tip: An IR remote is used to control menus and satellite programming on a nearby TV. An optional IR/UHF Pro remote can be used to control your receiver from another room.

5. Press the MENU button to go back to the **Main Menu**.

6. Press the 3 button to select the **Customer** option. This menu provides convenient access to your DISH Network account to review your statement, pay your bill, upgrade programming, and more.

CUSTOMER SUPPORT
Add Channels 1
View Your Statement 2
Pay Your DISH Network Bill 3
Frequently Asked Questions 4
Exit 0
Welcome to DISH Network's Customer Support Center.
Please make a selection to continue.

7. Press the 0 button to go back to the **Main Menu**.

8. Press the 4 button to select the **Dish Home** option. You can order channels, check the news and weather, and even play games.

9. Press the MENU button to go back to the **Main Menu**.

10. Press the 5 button to select the **Locks** option on the **Main Menu**. This menu allows you to apply password-protected locks on programming based on rating, or even on a channel-by-channel basis.

11. Press MENU to go back to the **Main Menu**.

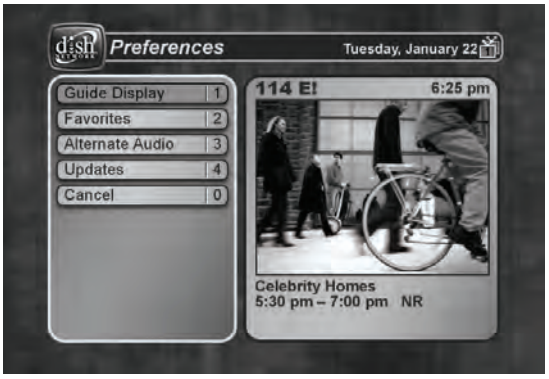
12. Press the 6 button to select the **System Setup** option on the **Main Menu**. Use this menu to set up the system the way you want.

13. Press MENU to go back to the **Main Menu**.

14. Press the 7 button to select the **Timers** option on the **Main Menu**. This menu is used for creating and changing timers used to trigger automatic channel changes, reminders, or DVR recordings.

15. Press MENU to go back to the **Main Menu**.

16. Press the 8 button to open the **Preferences** menu. This menu allows you to set up your receiver to make it more convenient to use.



17. Press 3 to open the **Favorites** menu. This menu allows you to set up lists of your favorite channels to make finding what you want to watch easier.

18. Press MENU to go back to the **Main Menu**.

19. Press the VIEW LIVE TV button to return to watching the program in progress.

Quick Tour of Digital Video Recorder Features

DVR features let you have fun with live TV because they put you in control. Is someone at the door or on the phone? Just press PAUSE on the remote. When you are ready to start watching the program again, press PLAY. You will start up right where you left off without missing a minute of the program. The following tour gives you an overview of the DVR features of your DISH Network satellite TV receiver. For instructions on specific functions, see *Chapter 3, Using the System.*

Tip: You can pause a live program to answer the phone or get a snack!

1. Watch a program for just a few minutes.
2. Press the PAUSE button to pause the program.

Note: The status bar at the bottom of your screen shows how long the program has been paused. You can pause a live program for up to two hours.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

3. Press the PLAY button to watch the program from the point where you paused it.

4. Press the VIEW LIVE TV button to return right away to viewing the program in progress.

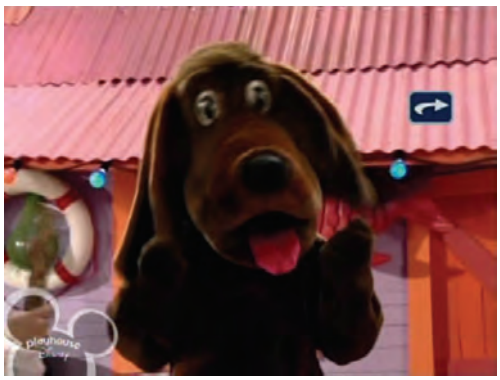
5. Press the SKIP BACK button to skip back about ten seconds in the program.

6. Press the PAUSE button and then press the BACK button to reverse the program in slow motion. Press the BACK button *once* to reverse the program 1/4 the speed as normal play. Press the BACK button *twice* to reverse at normal speed. As you press the BACK button repeatedly, the program reverses faster with each press up to its fastest speed.

7. Press PLAY.

8. Press the SKIP FWD button to skip ahead about 30 seconds in the play back.

   Note: You cannot skip ahead if you are watching live TV.



Tip: The receiver has features that let you decide how to watch TV!

9. Press the PAUSE button and then press the FWD button to forward the program in slow motion. When you press the FWD button *once* the program advances at 1/15 the speed of normal play. Press the FWD button *twice* to forward at 1/4 as fast as normal play. Press the FWD button *three times* to play the program at normal speed. As you press the FWD button repeatedly, the program advances faster up to its fastest speed.

10. Press the VIEW LIVE TV button to return right away to watching the program in progress.

11. Press the RECORD button to start recording the program right now.

12. When the **Record Remainder of this Event** displays, select **OK** to start recording now. See page 56 for an explanation of the recording options.

13. Select **OK** to start recording the program. Notice the receiver's front panel RECORDING light turns on.

14. If you want to end the recording right away, press the STOP button. This stops the receiver from recording the program.

Notice the receiver's front panel RECORDING light turns off.

15. Now, if you want to take the time, use the **Program Guide** to find another program set to start in the next few minutes.

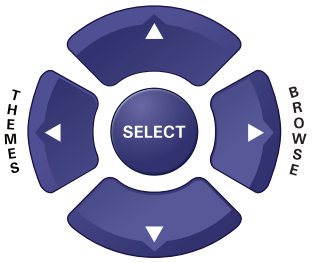
    Note: Start watching the program when it starts. Watch the program for a few minutes.

16. Press the BACK button to reverse the program.

    Note: Let the program reverse all the way to its start.

17. Press the DVR button. This opens the **DVR Events** menu on the TV screen.

18. Use the remote control arrow buttons to highlight an event on the **DVR Events** menu (it's OK to highlight an event you're currently recording).



19. Press the remote control SELECT button to select the event you highlighted. This opens a menu of info about that event.

20. Press VIEW LIVE TV to return right away to watching the program in progress.

Quick Tour of Watching One Program While Recording Others

The steps below show one of many ways to watch one program while recording another.

1. Press GUIDE to open the **Program Guide**. Find a program you want to watch now.

2. Press SELECT to watch that program.

3. Press the RECORD button.
4. Select **OK**.

5. Press GUIDE on the remote. Use the **Program Guide** to find another program that you want to watch now. Select that program. You are now watching one program while recording another.
6. Press RECORD and select **OK** when the pop-up message displays. You are now recording two programs at the same time.
7. Press DVR on the remote control. The **DVR Events** screen will open. You should see the two programs that are recording indicated by the red dot next to the listings.

8. Select a program that you recorded in an earlier quick tour (that is, one that is not recording now), and then select **Start**.
9. You should now be watching a pre-recorded program while the receiver is recording the other two events (programs).

Quick Tour of Picture-in-Picture (PIP)

Your DISH Network receiver allows you to watch two different programs at the same time using Picture-in-Picture (PIP).

1. Press PIP. The PIP window will open. The program in the small box will be whatever is playing on the last channel you watched on that tuner.

2. Press the SWAP button on the remote control. The channel that was in the PIP window will now be displayed full screen.

3. Press GUIDE on the remote. Use the **Program Guide** to find a program that you want to watch now. Select that program.

4. This new program will be displayed full screen.

5. Press SWAP to go back to watching your original program full screen and put this new program in the PIP window.

6. Press the PIP button again to make the PIP window larger.

7. Press the POSITION button to move the PIP window around on the TV screen..

8. Press the PIP button again to close the PIP window.

Satellite Television

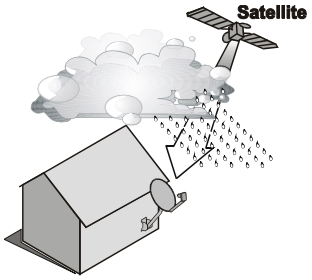
Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move.

Satellite Signal Quality

Tip: If you lose your picture, it's most likely due to heavy rain, snow, or the build-up of snow on your dish.

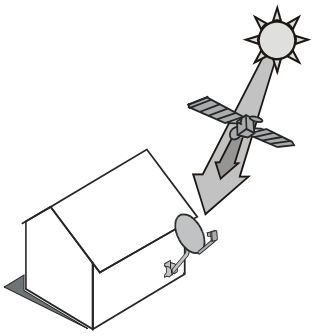
Rain and Snow Fade

Heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt your programming service. By aiming the satellite dish to get the strongest signal during installation, you can help prevent rain and snow from interrupting the signal. Your service will return after the weather condition has passed.



Solar Interference

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. The exact time of the year that this occurs varies, depending on the location, but it is near the beginning of spring and again near the beginning of autumn. The period of solar interference lasts for a few minutes at about the same time everyday for a few days during the spring and autumn, so do not be alarmed when it happens.



This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers. During these brief periods, you will not be able to see programs on DISH Network. Once the sun has moved from behind the satellite, the programs will reappear.

Chapter 2

Receiver Description and Installation

Receiver Front Panel

Smart Card Door

Behind this door is a slot for a future smart card. No smart card is included with this receiver.

Arrow Buttons

You can use the ARROW buttons to change satellite channels displayed on your TV. From within a menu, use these buttons to move the highlight up or down.

Indicators

- **TV1 Power** - The green light indicates that the receiver is providing programming to your TV through the rear-panel **TV1** output connections.
- **Recording** - The red light indicates that the DVR is recording an event.

Buttons

The buttons on the receiver give you some control of the receiver. However, most of the time you will want to use the remote control that came with your receiver.

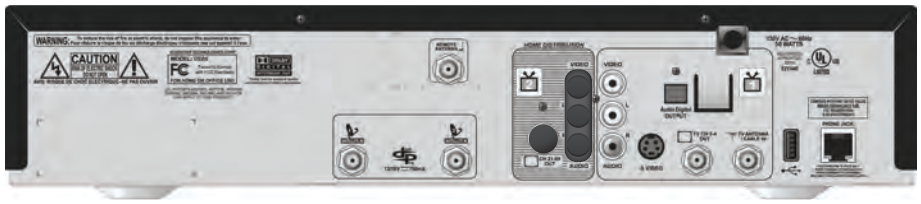
- **System Info** - Displays the receiver's **System Info** screen on your TV.
- **Menu** - Displays the **Main Menu**. After you press this button, use the ARROWS and SELECT buttons to navigate through the menus.
- **Arrows/Select** - Use the ARROWS and SELECT the same way as the ARROW and **Select** buttons on the remote control.
- **Power** - Press the POWER button to turn satellite programming on or off to your TV.

IR Sensor

The INFRARED (IR) SENSOR receives IR signals from the remote control.

Tip: The six coaxial connections on the back of your receiver are color coded to make the connectors easy to identify. Inside the front cover of this guide are stickers that are color coded the same way as the coaxial connections. See the installation instructions starting on page 24 for information on how to use the stickers that go on the coaxial cables.

Receiver Back Panel



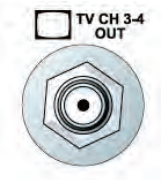
The receiver connections on the back panel are arranged in three groups:

- **TV1 Connections** - Use these connections with your TV.
- **TV2 Connections** - Do *not* try to use these connections with your TV.
- **Other Connections** - Use these connections with the dish antenna, UHF remote-control antenna, and telephone line.

TV1 Connections

The following connections provide the menu displays and programming to your TV.

TV CH 3–4 Out



The **TV CH 3–4** connection provides good quality video and mono (non-stereo) audio to your nearby TV. Use a coaxial cable to make this connection. The **TV CH 3–4** connection is color-coded white.

RCA Out

The **RCA** audio/video outputs provide high-quality picture and full stereo sound to your nearby TV (if your TV has these connections). Use RCA-type cables to make this connection. If the TV has only one (monophonic) input for this type of audio, connect it to the right (R) phono-plug audio output port on back of the satellite receiver.

S-Video Out

The **S-VIDEO** connection provides the highest quality standard-definition video signal to your nearby TV (if your TV has this input connection). Use an S-Video cable to make the connection. If you use this back panel output for video between the receiver and your TV, you must still connect the audio using the **PHONO (RCA) AUDIO LEFT/RIGHT OUTPUTS** and Phono Plug (RCA-type) cables, as shown above.

TV Antenna/Cable In

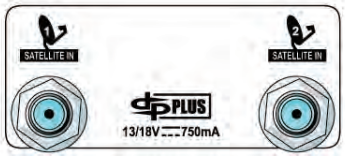
The **TV ANTENNA/CABLE IN** is used if you want the satellite receiver to connect the tuner of the nearby TV to an over-the-air antenna or cable-TV distribution system when the satellite receiver is turned off or when using the TV/VIDEO button on the remote control. Use a coaxial cable to make this connection to an over-the-air (OTA) antenna or cable-TV system. The **TV ANTENNA/CABLE IN** connection is color-coded black. Your TV must be connected to the **CHANNEL 3-4** output to use this feature.

TV2 Connections

Do *not* use any **TV2** connections to connect to your TV. These connections are inactive.

Other Connections

Satellite In



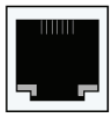
The **SATELLITE IN** connections are used to receive satellite TV signals from the dish antenna. The connection is made using RG-6 coaxial cable. The **SATELLITE IN** connections are color-coded blue.

Note: Both **SATELLITE IN** connections must be used for proper operation of this dual-tuner receiver. You may use a DISH Pro Plus input-signal separator.

Remote Antenna (for optional accessory)

The **REMOTE ANTENNA** port receives UHF Pro signals from an optional IR/UHF Pro remote control so that it can control menus and programming from another room. Connect this antenna here, and place it so that it does not touch anything. If you do not connect the antenna, you cannot use a UHF-enabled remote to control the receiver's menus and programming. The **REMOTE ANTENNA** port is color-coded green.

Telephone Jack



The **TELEPHONE JACK** is used to connect the receiver to an active telephone line. Use a standard RJ-11 telephone cable assembly to make the connection. You *must* keep the receiver connected to an active telephone line. Otherwise, you may not be able to order pay-per-view programs, use all of the DISH Interactive features, or access other customer services from DISH Network.

Remote Controls

Remote controls give you easy access to all the features of your satellite receiver. You can set up a DISH Network four-component remote to control the

Tip: If you connect a cable to the TV/ Antenna In port, attach the black cable sticker to the cable near where it attaches to the receiver. The stickers are located inside the front cover of this guide.

satellite receiver and as many as three other devices. These devices can be your TV, a VCR or DVD player, and a third device (an audio system or a second TV).

Types of Remote Controls

Remote Control (IR silver or IR green) uses infrared, line-of-sight signals to control the receiver.

IR light signals travel relatively short distances (40 feet or less), and cannot go through walls or other solid objects. You must point the remote control directly at the device, with no objects blocking the line of sight.

This remote also uses IR signals to control other devices that the remote is programmed to control. You must point the remote control directly at these devices, with no objects blocking the lines of sight to them.

This remote control may be identified by a blank silver key or the green number 1 at the bottom of the remote.

OPTIONAL ACCESSORY: Remote Control (IR/UHF-Pro) uses UHF Pro radio-frequency signals to control the receiver from a remote location or through walls or other obstructions.

UHF Pro signals travel longer distances and can pass through walls, the floor, and other solid objects. To use the UHF Pro remote, for example to control the receiver from another room, you must first attach the UHF remote-control antenna to the receiver back-panel connector (see page 23).

The UHF Pro remote uses IR signals to control other devices that the remote is programmed to control. You must point the remote control directly at these devices, with no objects blocking the lines of sight to them.

This remote control may be identified by the UHF Pro logo on the key at the bottom of the remote.

Batteries

The remote controls come with AAA-size batteries, which need to be installed when you first receive your system. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example alkaline or lithium, and don't mix batteries of different types or kinds. Lithium batteries last longer than alkaline.

Installing or Changing the Batteries

1. Press down on the battery cover's top latch and slide the cover off.
2. If you are changing the batteries, take out all of the old batteries.
3. Put the new batteries in. Make sure you match the plus ("+") ends with the plus markings on the battery case.
4. Slide the battery cover back into place.

Low Battery Warning

When you see a low-battery warning message below the **Program Banner**, the batteries in your remote control are weak and need to be replaced.

Attach a UHF Antenna (for optional accessory)

You need to attach the UHF remote control antenna to the receiver's back panel **REMOTE ANTENNA** input if you want to use an optional IR/UHF Pro remote control.

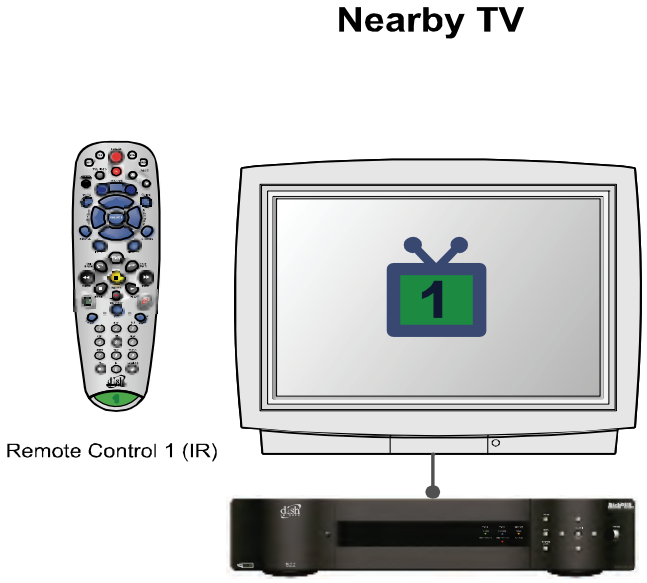
Note: Be sure to position this antenna straight up so you can use the remote control from as far away as possible. Don't let the antenna mast touch anything.

Attention: If your optional DISH Network UHF Pro remote control isn't working very well from far away, you may be experiencing interference from objects near your receiver. To improve the remote control's range, try any or all of the following:

- Place the receiver higher than all of the other equipment in your entertainment center. Place nothing above the entertainment center.
- Provide space behind and above the receiver so that the UHF antenna can be installed and positioned straight up. If this is not possible, you can tilt the UHF antenna at about a 30° angle.
- Place the UHF antenna outside the entertainment center by using a coaxial cable to connect the antenna to the receiver.
- Try moving the receiver and/or antenna to another location.
- Move all nearby over-the-air antennas away from the UHF remote antenna. Do not place any antennas on your receiver.
- Attach a UHF-signal attenuator as described on page 33.

Connecting the Receiver to Your Nearby TV

This section describes how to connect receiver **TV 1** output port(s) to a nearby TV. The easiest way to connect the receiver to the TV is using coaxial cable connections, but you may also use the composite **RCA** or **S-Video** outputs.

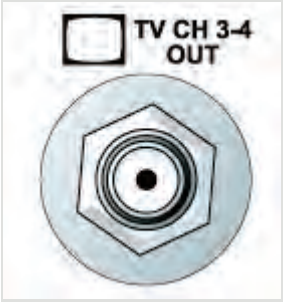


Coaxial Cable Connections

1. Connect a coaxial cable from the **CH 3-4** output on the receiver to a nearby TV's tuner port.
2. Place the white **CH 3-4** sticker on the cable near where the cable connects to the receiver (see the picture on the next page in the margin).

3. Plug in the power cord for the receiver.
4. Turn on the receiver with the front-panel power button and make sure the green TV1 power indicator is lit.
5. Turn on the nearby TV.
6. Tune the TV to channel 3.
7. You should see the **Point Dish** screen.
8. If you do not see the **Point Dish** screen, tune the TV to channel 4.

   Note: If you want to change the channel that the **CH 3-4** port provides to your TV, see *Changing the TV1 Output Channel* on page 27.
9. If desired to remind you of which TV channel (3 or 4) to tune to watch satellite programming, place one of the channel stickers (3 or 4) near or on your TV. The stickers are located in the inside front cover of this guide.



RCA and S-Video Connections (TV1)

1. Connect one of the following video cables:
   - **RCA**-type video cable (yellow) from the receiver **TV1** output ports to your TV's **RCA** video input connector.
   - **S-VIDEO** cable from the receiver **TV1** output to your TV's **S-VIDEO** input.
2. Connect the stereo **RCA** audio cables (red and white) from the receiver **TV1** output ports to your TV's audio inputs. If the TV has only one (mono) input for this type of audio, connect it to the right (R) phono-plug (RCA-type) audio output on the satellite receiver.
3. Make sure your TV is on and set to receive TV from the correct audio and video inputs. Refer to the instructions that came with your TV.
4. Plug in the power cord for the receiver.
5. Turn on the receiver with the front-panel power button and make sure the green TV1 power indicator is lit.
6. You should see the **Point Dish** screen.

Confirm Remote Control Operation

After your TV has been connected to a **TV1** output using one of the methods described above, you can do the following to confirm that the supplied DISH Network IR remote controls the satellite receiver:

1. Make sure that fresh batteries are installed properly in the IR remote control.
2. Press the SAT button to put the IR remote control in SAT mode to control the satellite receiver.
3. Use the remote control arrow buttons to move around the **Point Dish** screen. If you are able to move around in the **Point Dish** screen, then you have confirmed that the remote is controlling the receiver.

Confirming IR/UHF Pro Remote Control Operation

After any remote TV(s) have been connected to the receiver, do the following to make sure an IR/UHF Pro remote can control the receiver from another room:

1. Press the SAT button to put the UHF Pro remote control in SAT mode to control the satellite receiver.
2. From a remote TV, use the UHF Pro remote's arrow keys to move around the **Point Dish** screen. If you are able to move around in the **Point Dish** screen, you confirmed that the UHF Pro remote is controlling the receiver.

Programming the Recover Button for Your TV

Now the RECOVER button can be programmed to tune your TV back to the channel (3 or 4) showing your satellite receiver's programming.

1. Program your remote control to control your TV, using the instructions in *Control Other Devices with the Remote Controls* on page 85.
2. Press and hold the TV mode button until all the other mode buttons light up, and then release the button. The TV mode button begins to flash.
3. Press the STAR (*) button.
4. Enter the selected three-digit channel number. For example, if your remote TV is set to use channel 3, enter 0-0-3, or to use channel 4, enter 0-0-4.
5. Press the POUND (#) button. The TV mode button flashes three times.

Programming the Recover Button

Your remote controls come equipped with a RECOVER button that helps you if you accidentally change the channel or video input/source on your TV and cannot get the video back from your satellite receiver. When you press the RECOVER button as described on page 42, the remote control sends commands to your TV to change channels or video inputs to try to return you to watching satellite programming.

When an optional IR/UHF Pro remote control is shipped from the factory, the RECOVER button is set up restore satellite TV viewing by tuning your TV first to channel 3, then to 4, and then to other inputs (see page 42 for details). The following instructions describe how to remove this programming from the RECOVER button.

Removing the Recover Button Channel Programming

The following instructions describe how to reset the RECOVER button to the way it was when the remote was delivered to you from the factory.

1. Press and hold the TV mode button until all the other mode buttons light up, and then release the button. The TV mode button flashes.

2. Press the STAR (*) button.

3. Press 0-0-0.

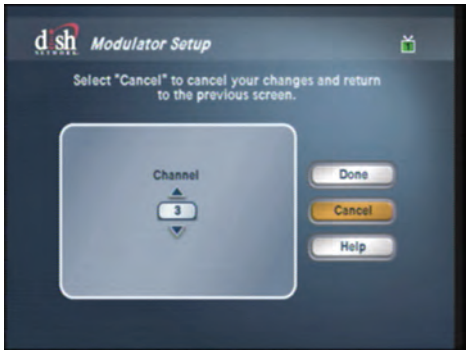
4. Press the POUND (#) button. The TV mode button flashes three times.

Changing the TV1 Output Channel

The receiver comes preset to use channel 3 for **TV1** coaxial output. If you are experiencing interference on the channels you are using, follow these instructions to change the channel that **TV1** uses.

Make sure you are familiar with how to change channels on your TV and if necessary how to switch your TV between over-the-air and cable channels. When you change these receiver output channels, you must also change the channels on your TV(s) to tune to these channels to view video from the receiver. See your TV's user guide for instructions.

1. Press MENU-6-1-5 to open the **Modulator Setup** screen.



2. For the **TV 1 Out**, highlight the number under **Channel**.
3. Use the UP and DOWN ARROW buttons to change the modulator channel either **3** or **4**.
4. Select **Done** to save the changes.
5. Change the channel on connected TV(s) to match the channel you selected.
6. If desired, to remind you of which TV channel to tune to get satellite programming, place a channel sticker near or on your TV to indicate the correct channel.

Tip: When you save the change to your modulator output channel, always remember to change the channel on the nearby TV to match.

Tip: The channel stickers are located inside the front cover of this guide.

Connecting the Receiver to the Phone Line

You *must* keep the receiver connected to an active telephone line. Otherwise, you may not be able to order pay-per-view programs, use all of the DISH Home Interactive features, or access other customer services from DISH Network.

Note: You *may* be able to use a wireless modem jack. However, this may *not* support all the features of this receiver, such as Caller ID. See information on www.dishnetwork.com for compatible modem products.

Note: If you have Digital Subscriber Line (DSL), then you may have to install a DSL filter between the receiver's back panel PHONE JACK and the telephone wall jack to successfully connect with DISH Network. You can obtain such a filter from your DSL provider or local consumer-electronics parts store.

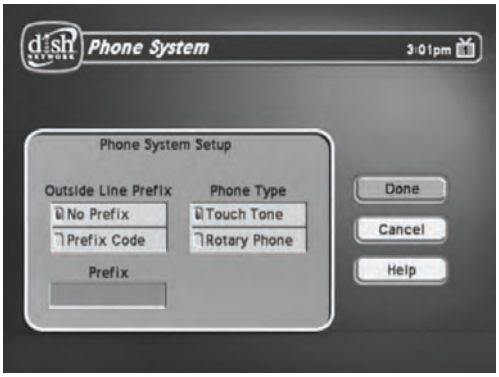
Phone Line Connection

Run a telephone cable with a standard RJ-11 connector from the receiver's back panel **Phone** jack to an active telephone connection.

Phone System Setup

You must also set up the receiver for your type of telephone system (touch-tone or rotary/pulse dialing), and set a telephone number prefix, if you need to dial a prefix to make an outside call.

1. Display the **Phone System** screen by pressing MENU-6-1-4.



2. Select the **Touch Tone** or the **Rotary/Pulse** option in the **Phone Type** list.
3. Select either the **No Prefix** or the **Prefix Code** option in the **Outside Line Prefix** list.

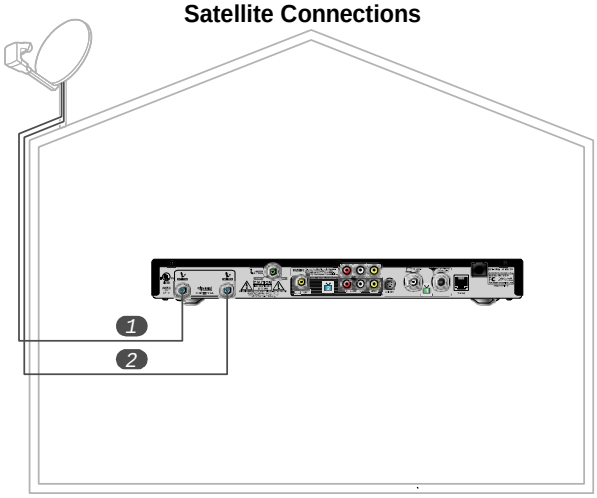
   Note: Usually, you need a telephone number prefix only for business installations. For most residential installations, all you need to do is set the telephone system type. The default setting of **No Prefix** will allow correct dialing. If this is the case, select the **Save** option to save the above setting, and stop there. If you do need to set a prefix, then instead of selecting the **Save** option, continue to step 5.
4. If you selected the **No Prefix** option, select **Save** to finish.
5. If you selected the **Prefix** code option, then the receiver highlights the box where you must enter the exact numerical sequence you must dial on the phone to obtain an outside line.
6. After entering this prefix, select the **Save** option to save the settings.

Connecting the Receiver to a Dish Antenna System

Note: Before you can begin connecting your receiver to your dish antenna, you must first complete the preceding sections on connecting your TVs to the receiver. If your dish antenna system has been installed and peaked for maximum signal strength, then complete the following instructions to connect the dish antenna system to the receiver.

Note: You will need two available receiver connection ports on your installed switch or LNBF to complete this installation. If these ports are not available, you may need to upgrade your system with different or additional equipment.

Satellite Connections

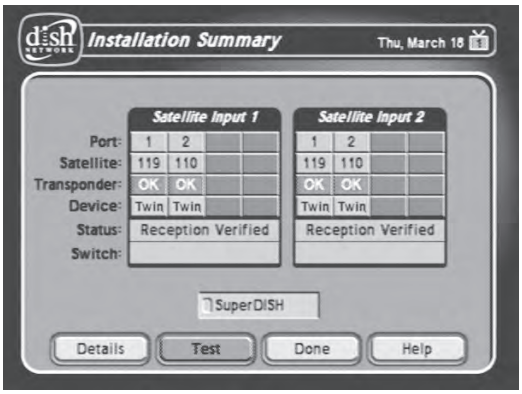


1. Connect two RG-6 coaxial cables between the **SATELLITE IN 1** and **SATELLITE IN 2** ports on the receiver's back panel to two available ports on either your switch or your LNBF in your existing system. See the wiring diagrams in *Chapter 4* for appropriate receiver connections in your system.

   Note: If you are installing your receiver into a system with DISH Pro LNBFs (and/or switches), you can have as much as 200 feet of cable between the LNBF and the receiver. However, you must use only RG-6 coaxial cables rated for 950 to 2150 MHz. These cables may say "Swept tested for 2150 MHz." If you have any doubt about this, ask your DISH retailer, or look on the container the cable came in. Do not use cable-TV company cables or cables from other satellite TV systems not rated for 950-2150 MHz. These other cables may cause signal loss. Do not use existing cables such as RG-59. Always use waterproof F-connectors outdoors.
2. Peel off the blue stickers and affix them to the cables close to where they connect to the **SATELLITE IN 1** and **SATELLITE IN 2** connections on the back of the receiver.
3. On the IR remote control, press MENU-6-1-1 to display the **Point Dish/ Signal** screen on the nearby TV.
4. Select **Check Switch**. When an attention screen displays, select **Retest**.
5. The receiver begins performing the **Check Switch** tests. When the receiver

Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports. Inside the front cover of this guide are stickers that are color coded the same way as the coaxial connections.

has finished testing your switch, it displays the **Installation Summary** screen.



6. Make sure that the information on the **Installation Summary** screen identifies your system correctly and shows all transponders for all satellites in your system. Your screen may look different from the example above, depending on the dish antenna system you are using.

7. Select **OK** to go to the **Point Dish/Signal** screen.

8. Select **Cancel** to exit the **Point Dish** menu. An **Attention** screen will appear, asking you if the mounting and positioning of your dish is complete with a **Locked** indication in the **Point Dish** screen. If your answer is yes, select **Yes**. If you answer **No**, you should realign the dish antenna system.

9. After you select **Yes**, the receiver will begin downloading and installing a software upgrade. You will see a **Warning** that **Vital program information will now be downloaded into your receiver**. You will also see a status bar indicating the progress of this upgrade.

10. Once the download of the upgraded software is complete, you will see a message that your receiver's memory is being upgraded with the new software.

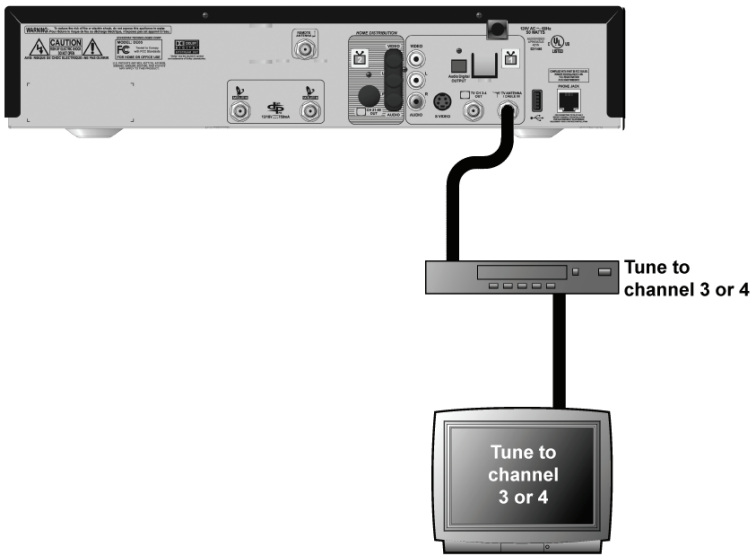
11. Do *not* disturb the receiver while the receiver's memory is being upgraded.

    Note: If you are installing other DISH Pro or DISH Pro Plus receivers, be sure to run the **Check Switch** test on all of them, and allow each of them to accept the necessary software upgrade(s).

12. When the receiver has finished upgrading its memory with the new software, you should then be watching live video on your TV. Your dish antenna installation is now complete.

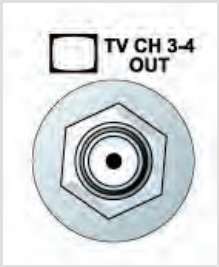
Optional - Connecting VCRs to the System

The diagram below provides examples of how to connect VCRs to your satellite TV system. Your particular installation may differ from these examples.



Connecting a VCR to the Nearby TV

1. Connect a coaxial cable from the **CH 3-4 OUT** output on the receiver to the nearby VCR's tuner input port.
2. Connect a coaxial cable from the output on the VCR to the nearby TV's tuner input port.
3. Plug in and turn on the nearby VCR and TV.
4. Set the VCR output to Channel 3 or 4, as selected on page 27.
5. Tune the nearby VCR and TV to Channel 3 or 4, as selected on page 27.
6. You can place a **TV1** channel sticker (Channel 3 or 4, as selected in step 5) on or near the nearby TV. This sticker will remind you which channel to use on this TV to watch satellite programming. The stickers are located in the inside front cover of this guide.



Optional - Connecting to an Over-the-Air Antenna or Cable

If you want to receive channels from an over-the-air antenna or cable *in addition to* your satellite receiver programming, connect the over-the-air antenna/cable into your TV distribution equipment.

For the nearby TV receiving programming from **CH 3–4 OUT**, the over-the-air antenna cable needs to be connected to the **TV ANTENNA/CABLE IN** port.

TV distribution equipment devices may include coax panels, amplifiers or super home nodes, and are available through many companies.

Optimize Your Remote Controls

Change the Address

When you receive your system, both remote controls and the receiver have been set to communicate on address 1. However, because UHF signals travel long distances and go through walls, a neighbor's UHF Pro remote could control your receiver by mistake if they are on the same address.

Note: You can also use this procedure to change the **Primary Remote Address** for the IR remote control on a nearby TV, if necessary. However, if you are using a UHF Pro remote to control **TV1**, use the instructions on page 34 to change its address.

To handle this situation, you can change the remote address on a UHF Pro remote control and the receiver as follows:

1. Make sure you turn on the TV to view the screen.
2. Press the front panel SYSTEM INFO button to display the **System Info** screen.

   The **System Info** screen shows the **Secondary Remote Address**.

   Write down this address: _____
3. Press and hold the SAT button on the UHF Pro remote control for about three seconds, until all of the mode buttons light up, and then release the SAT button.

4. Use the NUMBER PAD buttons to enter any number between 1 and 16, but not the one you just wrote down in step 2.

   Write down the number you entered: _____
5. Press the POUND (#) button. If you entered the address correctly, the SAT mode button will flash three times.

6. Press the RECORD button.
7. Make sure the **Secondary Remote Address** you see now on the **System Info** screen is the same as the one you entered in step 4. If it isn't, the remote is not controlling the receiver.

8. Press the SELECT button to close the **Important System Information** screen.

Confirming the Remote Control Address

1. Press and hold the SAT mode button for three seconds, until all of the mode buttons light up, and then release the SAT button.

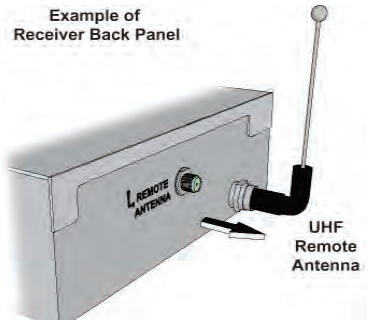
2. Press the POUND (#) button twice. The SAT mode button will flash the same number of times as the address number (three flashes means address 3).

Attach a UHF Attenuator (for optional accessory)

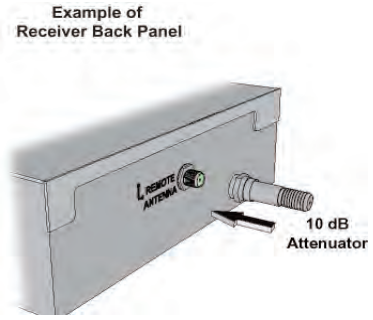
Stray UHF signals can block signals sent from a remote control to the receiver. Obtain a 10 dB attenuator (you can buy one from a consumer-electronics parts store).

Note: This will help keep out stray UHF radio signals, but also cut down on how far away you can use the remote control from the satellite receiver.

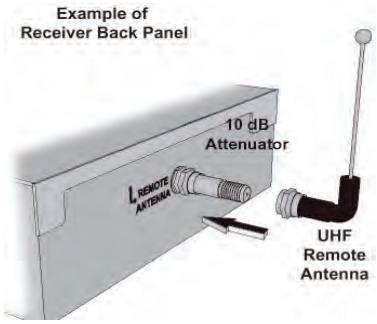
1. Take the UHF remote control antenna off of the receiver's back panel UHF Remote Antenna input.



2. Hand tighten the attenuator onto the UHF Remote Antenna input.



3. Put the UHF remote control antenna onto the attenuator.



Setting Up TV1 to Operate in UHF Pro

You can set your receiver to operate TV1 using an optional IR/UHF Pro remote control (sold separately) by completing the following instructions:

If you set up your receiver to operate tuner 1 using UHF Pro, any other UHF Pro remotes in the building will interfere with each other when operated at the same time. This may prevent remotes from operating the receiver momentarily.

1. Perform the following using an existing remote control:
   a. Open the **TV1 UHF Pro Setup** screen by pressing MENU-6-1-6 on the remote control.
   b. Select **Enable** from the **TV1 UHF Pro Setup** screen.
   c. Select **System Info** to open the **System Information** screen.
   d. Move the highlight to the address for the **Primary Remote Address** as shown below.

Note: Highlight the **Primary Remote Address**.

2. Perform the following steps using the UHF Pro remote that you are going to use to control TV1:
   a. Press and hold the SAT mode button about three seconds, until all the mode buttons light up, and then release the SAT button. The SAT mode button begins to blink.
   b. Use the NUMBER PAD buttons to enter any number from 1 to 16. The SAT mode button goes blinks as you enter each digit, then remains lit.

      Write down the number you entered: _____
   c. Press the POUND (#) button. If you entered the address correctly, the SAT mode button will flash three times.
   d. Press the RECORD button.
   e. Make sure the **System Information** screen shows that the **Primary Remote Address** indicates 1 **UHF Pro and IR**, and that this address matches the number that you wrote down in step b.

Setting Up TV1 to Operate in IR (default)

The following instructions describe how to set up TV1 to operate in IR only, which is the default.

1. Perform the following with an existing linked remote control:
    a. Open the **TV1 UHF Pro Setup** screen by pressing MENU-6-1-6 on the remote control.
    b. Select **Disable** from the **TV1 UHF Pro Setup** screen.
    c. Select **System Info** to open the **System Information** screen.
2. Perform the following with an IR remote control, such as a Remote Control 5.4 (as shown in the writing on the back of the remote), that you intend to use to control TV1:
    a. Press the RECORD button. The **Done** button should be highlighted.
    b. Make sure the **System Information** screen shows that the **Primary Remote Address** indicates **IR**.

Chapter 3

Using the System

Using the Two Satellite Tuners

Your DISH Network satellite receiver includes features that gives you greater flexibility in how you watch TV. These features are enabled by the receiver's use of two satellite TV tuners.

Two Tuners

Your receiver delivers the same programming to all of the TVs connected to the receiver's outputs, but provides dual-tuner features like Picture-In-Picture (PIP).

Using Picture-In-Picture

Your dual-tuner receiver lets you watch two program at once using PIP. The following instructions describe how to use PIP:

1. Press the PIP button. The **PIP** window displays in the lower-right corner of the screen.

2. Press the POSITION button to move the **PIP** window to a new location on the TV screen. Each time you press the POSITION button, the **PIP** window moves to another screen location.

3. Press the SWAP button. The channel that was shown in the PIP window will now be shown on the full screen.

4. Press the PIP button again to enlarge the **PIP** window.
5. Press the PIP button once more to close the **PIP** window.

Using the Remote Control

Tip: The included remote uses IR to control the menus and programming on a nearby TV. Be sure to point this remote control directly at the front of your receiver.

The following section describes how to use the remote control with your satellite receiver. The remote control must be in SAT mode for the buttons to control the satellite receiver. You can also use the remote to control your DVD player, VCR, or other devices. See *Control Other Devices with the Remote* on page 85.

SAT Mode Button

Press the SAT mode button to set the remote to SAT mode, to control the receiver. The SAT mode button's back light turns ON briefly to show that the remote is set to SAT mode.

Power Buttons

Press the POWER button to turn your satellite receiver ON or OFF. Press the TV POWER button below it to turn your TV on or off.

Note: You must program the remote to control your TV for the TV POWER button to work as described. See page 85 for instructions.

Menu Button

Press the MENU button to open the **Main Menu**.

Page Up and Page Down (Arrow) Buttons

Press the PAGE UP button or the PAGE DOWN button to move, page by page, through the **Program Guide**, a **Theme** list, a **Favorites List**, an **Event Timers** list, a **Search** results list, or a list of channels.

Mute Button

Press the MUTE button to turn off the TV sound. Press it again to restore the TV sound.

Note: You must program the remote to control your TV for the MUTE button to work as described. See page 85 for instructions.

Volume Button

Press the minus (-) side of the VOLUME button to lower the TV volume. Press the plus (+) side of the VOLUME button to raise the TV volume.

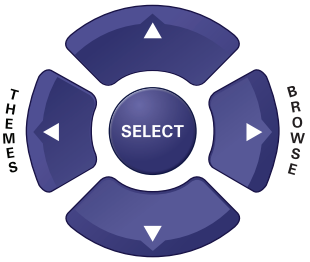
Note: You must program the remote to control your TV for the VOLUME button to work as described. See page 85 for instructions.

Guide Button

Press the GUIDE button to open the **Program Guide**. When the **Program Guide** is open, press the GUIDE button to switch among **Favorites Lists**.

TV/Video Button

If you connect the receiver using its back panel **TV ANTENNA/CABLE IN** and **CHANNEL 3-4** connections, use this button to switch the receiver **CHANNEL 3-4** coaxcial output between the satellite programming and another video signal such as cable or over-the-air TV antenna connected to the receiver's **TV ANTENNA/CABLE IN**.



Arrow Buttons

- Change channels while watching TV - Press the UP and DOWN ARROW buttons.
- Open the **Browse Banner** - Press the RIGHT ARROW button.
- Show **Themes** - Press the LEFT ARROW button.
- Move around within the **Program Guide**, menus, and **Browse Banner** - Press the UP, DOWN, LEFT, and RIGHT ARROW buttons.
- Delete - Press the LEFT ARROW button to delete characters while using **Search**. See page 72 for instructions.

Select Button

Press the SELECT button to select the option you have highlighted in a menu.

Recall Button

Press the RECALL button to go back to the last satellite receiver channel you were watching. Press it again to switch between the last two satellite receiver channels you were watching.

Info Button

- Program information - Press the INFO button for more information when

you watch a program, or when you have the **Program Guide**, **Browse Banner**, or **Themes** list open.

- Help - Press the INFO button to see help information when a **Help** button appears in a menu.

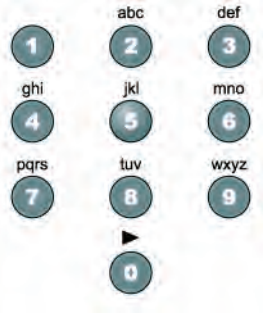
View Live TV Button

Press the VIEW LIVE TV button to close all menus and go to watching programming. Press the VIEW LIVE TV button to briefly display the **Program Banner** while watching a program.

Cancel Button

Press the CANCEL button to cancel and go back to the previous menu or to watch a program.

DISH Button

Press the DISH button to go to **DISH Home**.

Number Pad Buttons

When watching a program or with the **Program Guide** open, use these buttons to enter a channel number to change to that channel.

- When the **Program Guide** is open, you can skip ahead and then back a number of hours. Just enter the number you want to skip ahead (or back), and then quickly press the RIGHT (or LEFT) ARROW button.
- Use these buttons to enter menu option numbers instead of highlighting the option and then pressing the SELECT button.
- Use these buttons to enter numbers within a menu:
  - Highlight the place where you want to enter the first number, and press the appropriate number buttons on the remote.
  - Use the LEFT or RIGHT ARROW button to move the highlight to the next place where you want to enter a number. When you are done entering numbers, press SELECT.

- You can use the letters above the NUMBER PAD buttons while within the **Search** menu. For example, when looking for the channel and event times to watch *Rudy Fremmel Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word "Rudy" (see *Using Themes and Search* on page 71).

Star Button

Press the STAR button to:

- Open the **DVR Events** menu.
- Backspace without deleting while using the **Search** feature (see *Search* on page 71).

Zero Button

Press the ZERO button to forward space while using the search function of your receiver.

Pound Button

Press the POUND button to display the **Search** screen. Also, you can use this button to perform several procedures in this *User's Guide*.

Recover Button

Press the RECOVER button if you accidentally change the channel or video input/source on your TV and cannot get the picture back from your satellite receiver. When you press the RECOVER button as described below, the remote control sends commands to your TV to change channels or video inputs to try to return you to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover a lost satellite signal (See *Chapter 4 - Reference* for troubleshooting information).

The following setup is required to use the RECOVER button:

- The remote control must be set up to control the TV and, if installed, the VCR (see page 85).
- If a VCR is installed, make sure it is connected as shown on page 31.

To use the RECOVER button, complete the following instructions:

1. Press and hold the remote control's RECOVER button until all four device mode buttons light, and then release the button. The SAT mode button flashes twice and then all four device mode buttons flash three times.
2. Press the RECOVER button. Wait for the TV or VCR mode button to flash

once and then all four device mode buttons to flash once.

3. If you see the **System Info** screen, press the SELECT button to close the screen. You have recovered the video image from your satellite receiver.
4. If you do not see the **System Info** screen, repeat steps 2 and 3 until you have recovered the video image from your satellite receiver.

   Note: Press any remote control button other than the RECOVER button to end this procedure.

   Note: If the RECOVER button is not programmed to a specific channel, the RECOVER button will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of the RECOVER button. You may need to press the RECOVER button many times to recover the video image from your satellite receiver. If the RECOVER button is programmed to a specific channel (see page 26), the RECOVER button will tune the TV to the specific channel.

DVR Buttons

Use these buttons to record or for play back of a DVR program or event. See *Using the DVR Features* on page 64 for details.

PIP Button

Press the PIP button to open the **PIP** window. To make the **PIP** window larger, press this button again. Press the button a third time to close the **PIP** window.

Swap Button

Press the SWAP button to swap the video image in the main display with the video image in the **PIP** window.

Position Button

Press the POSITION button to move the **PIP** window to different positions on the TV screen. Each press of this button move the **PIP** window.

Using the Menus

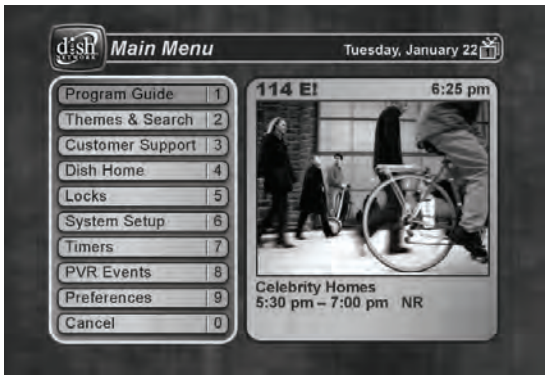
The menus make using the receiver's features and selecting programs to watch quick and easy. Features accessed by using the menus include setting parental controls and locks, choosing a program or event, and creating a Favorites list.

Open and Close Menus

Tip: The IR remote control is used to control the menus and select satellite programming on a TV connected to the receiver's TV1 outputs.

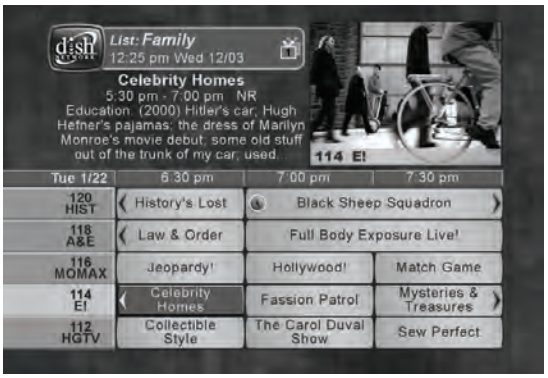
You can open the menus in either of two ways:

- Press the MENU button to open the **Main Menu**, then select any of the other menus to open from the **Main Menu**.



- Use the associated buttons on the remote control, for example:

  – Open the **Program Guide**.



  – When watching a program, open the **Themes and Search** menu.

– Display the **Browse Banner** on the TV screen.

To close a menu and return to watching a program, press either the VIEW LIVE TV or CANCEL button.

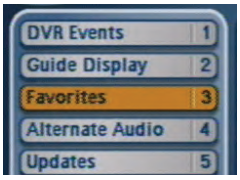
Note: If you do not do anything in a menu for several minutes, then the menu automatically closes. This will discard any changes you made, and display the program you were watching before opening that menu.

Highlighting Menu Options

To highlight a menu option, use the remote control ARROW buttons to move the on-screen highlight to the menu option. When you do move the on-screen highlight, the option becomes amber. The highlight is like the one that you may have seen on some computer menus.

Selecting Menu Options

When you select a menu option, that option takes effect right away. You can select a menu option in either of two ways:



- If the option has a number next to it, press the number button on the NUMBER PAD associated with that option to select it. (When you use the NUMBER PAD button, you do not need to highlight the option first before selecting it.)
- Move the highlight to the menu option using the remote control ARROW buttons. Then press the remote control SELECT button. In the example, **Favorites** is highlighted.

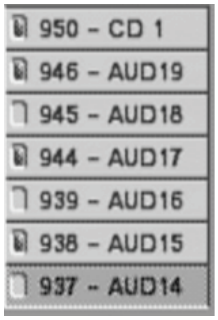
List of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select the **Save** or **OK** option. If you do not want to save any changes, select the **Cancel** option to discard all the changes made in the menu.

There are two types of lists:

- A single-choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected for you.

- A multiple-choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stay(s) selected.



Highlighting a Choice in a Menu List

Use the remote control ARROW buttons to move the highlight to the desired item in the list. The black arrows on the list show where you can move the highlight.

Selecting a Choice in a Menu

To select a choice in a menu list, highlight the choice and then press the remote control SELECT button. Make sure you select the **Save** or **OK** option to save your choice. Select the **Cancel** or **Done** option to discard your choice.

Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, press the VIEW LIVE TV button on the remote control.

- If you want to return to the previous menu, then press the CANCEL button.

- Wait a few moments and the menu will close automatically, discarding any changes you have made and returning you to watching a program.

Note: If none of these ways work, then you must finish the menu procedure.

Using Text Fields

There are several screens that require you to enter information into areas known as fields. Your receiver has two basic ways to enter the information:

- Virtual Keyboard
- Remote Control NUMBER PAD

Using the Virtual Keyboard

Use the virtual keyboard letters to type the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard. Select the characters you want.

Using the Number Pad

Use the letters above the NUMBER PAD on the remote control while the highlight is in the field.

For example, when looking for the channel and times to watch *Rudy Fremmel Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word “Rudy.”

While in the Field

When the cursor is in the field:

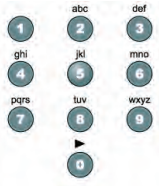
- Press the LEFT ARROW to delete characters.

- Press STAR to backspace without deleting any characters.
- Press the 0 number button to enter a blank space, such as a space between words.

- Use the RIGHT ARROW to move the cursor forward a space without deleting any characters.

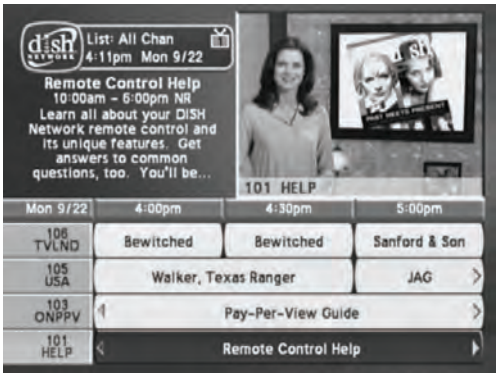
Changing Channels

There are three ways to change channels:

- Press the UP or DOWN ARROW buttons.
- Use the NUMBER PAD buttons.

- Press GUIDE and then select the channel from the **Program Guide**. See *Changing the Channel in the Program Guide* on page 49.

Using the Program Guide

The on-screen **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to change channels, to see what programs are scheduled, to set up timers, and to buy pay per view programs.



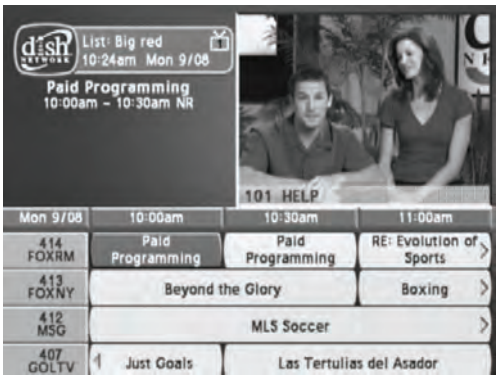
Tip: If the program is on a channel that is not part of your subscription, the channel will be shown with a red background.

The **Program Guide** shows which **Favorites List** is active. If the **All Chan** list is active, the Program Guide shows all of the channels available from DISH Network. If the **All Sub** list is active, the **Program Guide** displays only the channels in your subscription. When another list is active, the **Program Guide** displays only the channels in that list.

For more information, see *Using Favorites Lists* on page 52. The **Program Guide** shows programs that are on now and that are scheduled to come on several days in advance. The guide does not show programs that have ended.

Changing the Channel in the Program Guide

1. Press GUIDE to open the **Program Guide**.



2. Choose a channel using either of the following:

   - Use the NUMBER PAD buttons to enter the channel number. The **Program Guide** displays a channel block that includes the channel number you just entered.
   - Use the ARROW buttons to move the highlight to the chosen channel.

3. Press the SELECT button to change to the new channel.

4. If you haven't pressed SELECT, then you can press the CANCEL button to close the **Program Guide** without changing channels.

Scrolling Through the Program Guide

There are two ways to scroll through the **Program Guide**:

- Scroll by channel - Press the PAGE UP or PAGE DOWN button to scan, page by page, through the listing of channels.
- Scroll by time - Enter the number of hours that you want to skip, using the NUMBER PAD buttons. Then, press the LEFT or RIGHT ARROW button.
- Scroll by day - Press SKIP FWD to scroll ahead in the **Program Guide** 24 hours each time you press the button (until you reach the end of your Guide data). After you skip ahead at least one day in the **Program Guide**, press SKIP BACK to scroll back 24 hours each time you press the button (until you are reach the current date).

Tip: When using the Program Guide, do you want to know more information about a program or event, like who stars in the movie you're about to watch? Press the INFO button to find out. When you're finished, press the CANCEL button to return to the Program Guide.

Tip: Selecting a program that is not on yet will open the Timers menu. See page 54 for information on setting timers.

Displaying Program Information

The Program Banner

The **Program Banner** provides information about the program you are watching. The receiver displays the **Program Banner** for a few seconds at the top of the screen every time you change the channel or press the remote control VIEW LIVE TV button.

The Browse Banner

You can use the **Browse Banner** to change channels, or to see what other programs are available without changing the program that you are watching. The receiver displays information on the program you are watching at the top and **Browse Banner** information at the bottom of the TV screen.

Note: If the **All Chan Favorite** List is active, the **Browse Banner** displays all the channels. If the **All Sub** list is active, the **Browse Banner** displays only the channels in your subscription. If a **Favorites List** is active, the **Browse Banner** displays only the channels in that list.

If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the **Browse Banner** also does not display such channels.

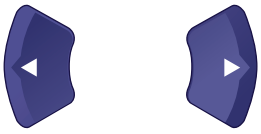
Using the Browse Banner

1. Press the BROWSE (RIGHT ARROW) button to open the **Browse Banner**.

2. Change the channel displayed on the **Browse Banner** by doing one of the following:

   - Enter the channel number for the program or event that you want, using the NUMBER PAD buttons.
   - Press the UP or DOWN ARROW to display the next channel.

3. Press the RIGHT ARROW button multiple times to highlight the next programs. Press the LEFT ARROW button to return to the current program.



4. Close the **Browse Banner** by doing one of the following:

   - Press the SELECT button to watch the program.
   - Press the VIEW LIVE TV or CANCEL button to close the Browse Banner without changing the channel.

Tip: When using the Browse Banner, do you want to know when the movie you're about to watch was made? Press the INFO button to find out. When you're finished, press the CANCEL button to return to the Browse Banner.

Tip: If you choose a program that has not started, you'll see the event Timer menu. See page 54 for more information.

Ordering Pay-Per-View Programs

1. Highlight the desired pay-per-view program in the **Program Guide** and press the SELECT button. A message like the following displays:

List: All Chan
11:11am Fri 7/30
Along...Polly/R. Bites Dbl (All Day
8:00am – 11:30am PG-13
All Day (6:30am – 6:30am Eastern)
Movie. July 23 – August 1 enjoy Ben Stiller from then and now in the...
106 TVLND
Fri 7/30
11:00am
11:30am
12:00pm
505 PPV
Along...Polly/R. Bites Dbl (Al...
Along...Polly/R. Bites Dbl (All Day
504 PPV
Scary Movie 3 (All Day)
Scary Movie 3 (All Day)
503 PPV
Scary Movie 3 (All Day, DD)
502 PPV
Scary Movie 3 (All Day, DD)
Scary Movie 3 (All Day, DD)
501 ORDER
Pre-Order Tyson vs Williams (7/30)

2. To buy the pay-per-view program or event, select the **Yes** option. The receiver displays a confirmation menu.

   Note: Once you confirm an order for a pay-per-view program or event, you cannot cancel the order and you will be billed for it.

   Select **Yes** if you want to confirm your purchase. If you do not want to purchase the pay-per-view program, select the **No** or **Cancel** option.

Using Favorites Lists

Favorites Lists are lists of your favorite channels. You can create and change the lists yourself, adding and removing channels as you wish. Your favorite channels can be grouped into no more than four lists, each with the same or completely different channels. For example, one **Favorites List** could have 100 channels and a second list only 10. Or all four lists could have 50 channels each.

- When you make a **Favorites List** active, the **Program Guide** and **Browse Banner** display only the channels in that list. Also, the receiver skips those channels that are not on the active list when you use the remote control UP or DOWN ARROW button to change channels.
- The **All Chan Favorites List** contains all the channels available to you. You cannot make any changes to the **All Chan** list.
- The **All Sub Favorites List** contains all the channels in your subscription. You cannot make any changes to the **All Sub** list, except by calling customer service at DISH Network and changing your subscription.
- Each **Favorites List** has a unique color in the **Program Guide**. You can give each list a unique name, as well. When you first get your receiver, the four lists are named **List 1**, **List 2**, **List 3**, and **List 4**. The lists are empty and should not be used until you have added channels to them.
- If you choose a program using **Themes** or by entering most channel numbers using the NUMBER PAD buttons, the receiver tunes to that channel for that program whether or not that channel is on the active **Favorites List**.

Creating or Changing a Favorites List

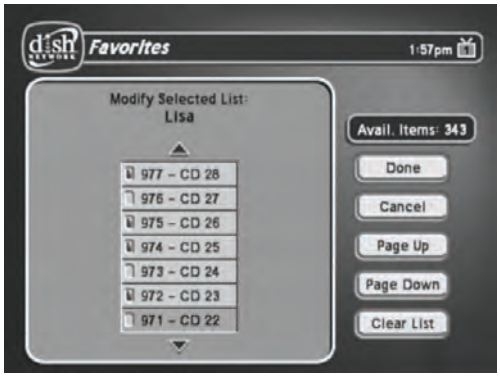
You can create, add channels to, and remove channels from a **Favorites List**.

1. Press MENU-8-2 on your remote control to open **Favorites**.

2. Select the **Favorites List** that you want to create or change.

   Note: You cannot modify the **All Chan** or **All Sub** lists.

3. Select **Modify List**.



4. In the **Channels** list, highlight a channel you want to add to the selected **Favorites List** using the UP or DOWN ARROW buttons on your remote.
5. Press SELECT to add the highlighted channel to the **Favorites List**. A dot indicating you have selected this channel to be on the list appears to the left of the channel.
6. Using the UP or DOWN ARROW buttons to scroll the list of channels, repeat steps 4 and 5 until you have added all the channels that you want.
7. To delete a channel from the **Favorites Lists**, select the channel in the list. The dot next to the channel disappears, indicating you deselected it.
8. Select the **Done** option to save all your changes to the **Favorites List**.

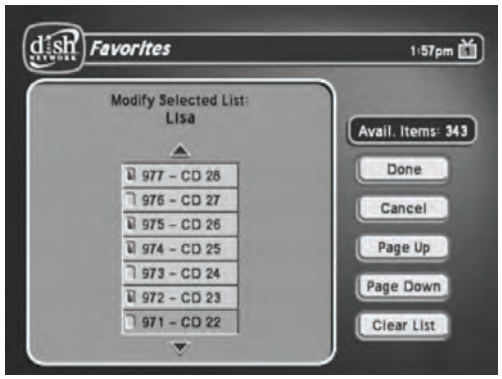
   Note: If you try to save a **Favorites List** with no channels selected for it, you will see an error message.

Naming a Favorites List

1. Press MENU-8-2 to open **Favorites**.
2. Select the **Favorites List** that you want to modify.
3. Select the **Edit Name** option.

   Note: You cannot change the name of the **All Chan** or **All Sub** list.
4. Enter the list's name by doing one of the following:

   - Use the virtual keyboard on screen to type the list's name.
   - Use the remote control NUMBER PAD to enter the letters in the **Enter List Name** box. Numbers 2 through 9 have telephone-style numbers written above them. To enter an **H**, for example, press 4 twice because H is the second letter listed above the 4 on the NUMBER PAD.



   - You can enter up to eight characters, including spaces. If needed, select the space option to insert a space in the name or the **Back** option to correct a letter.

   Note: A list name must contain at least one character. Two lists cannot have the same name.

   Note: At any time, you can select the **Clear Entry** option to clear the name.
5. Select the **Done** option to save all changes.

Making a Favorites List Active

If the **Program Guide** is open, press the GUIDE button to select the next **Favorites List**. Press the GUIDE button repeatedly to scan through all lists.

Note: This works only if you have added channels to the **Favorites List**. If you have not created a **Favorites List**, pressing the GUIDE button switches the receiver between the **All Chan** and **All Sub**.

Using Timers

Event timers let you set up the receiver to tune in to future programs and/or record them with the DVR features. An "event" is a program (one-time or

recurring), a sports event, a Pay- Per-View movie, or anything else that is available on satellite TV. You can set any one of the following:

- A one-time event timer with **Quick Record**.
- An automatic event timer for a program listed with start and stop times in the **Program Guide**. This can be a recurring program that comes on each day or each week at the same time.
- A manual event timer for a program you set custom start and stop times.

Event Timer Types

DVR - Reminds you that a program is about to start, tunes the receiver to the program when it begins, and starts recording the program or event.

Auto-Tune - Reminds you that a program is about to start and tunes the receiver for you to watch the program when it begins.

Ext - Tunes the receiver to a program and sends recording commands to an external device (like a VCR) connected to TV1 RCA-type or S-Video outputs.

Reminder - Reminds you that a program is about to start. Doesn't tune to it.

Remember: Most TV programs and films are copyrighted. And in some cases, copyright law may apply to private, in-home recording.

Event Timer Frequency

All Episodes - Applies to all of the episodes on this channel at any time.

New Episodes - Applies only to current season episodes of a program on this channel that are flagged as New in their program information.

Once - Applies to a one-time program. The receiver deletes this timer when the timer operates.

Mon.-Fri. - Applies to a program that is scheduled for Monday through Friday on the same channel at the same time each day.

Daily - Applies to a program that is scheduled for Monday through Sunday on the same channel at the same time each day.

Weekly - Applies to a program that is scheduled for once a week on the same channel at the same time on the same day.

DishPASS - Applies to all episodes of a program on all channels at any time. Note that a Dish**PASS** timer may include more programs than you intended; multiple Dish**PASS** recordings can fill the DVR receiver's hard drive quickly.

Event Timer Options

Protect Event - Prevents program erasure when the DVR hard drive is full.

Set Channel - Select a specific channel for the timer.

Start Early - Select this option to change the number of minutes that the timer operates before the scheduled start of a program or event.

End Late - Select this option to continue recording after the scheduled end.

Before an Event Timer Operates

Two minutes before an event timer operates, the receiver displays a small clock on the TV screen. This clock disappears when the program or event begins. While the clock is displayed, you may do either one of the following:

- Press CANCEL to clear the symbol from the TV screen. This does not affect the timer, which will operate normally.

- Press the INFO button to see more information on the event timer. If you do this, you will have the following choices:
  - Select the **OK** (or **Cancel**) option to close the information screen and continue with the event timer.
  - Select the **Stop Timer** (or **No**) option to stop the event timer.

Note: This stops only this instance of a **Mon.-Fri.**, **Daily** or **Weekly** timer. The timer will operate the next time it is scheduled to do so. To stop all operations of such a timer, you must delete the timer itself. For a **Reminder Event Timer**, instead of having the option to stop the timer, you have the option to tune to the program instead.

Using Quick Record

You can use quick record to very quickly set a one-time, one-program **DVR Event Timer**.

1. Select a program you want to watch.
2. Press the RECORD button. The figure below will be displayed.

3. When the **Record Remainder of This Event** screen displays; select:
   - **OK** to start the recording now; press STOP to end the recording.
   - **Options** to customize the **Quick Recording** features.

- **Stop Recording Manually** - The receiver will record until you press STOP. Note that failing to press STOP could continue recording and fill the DVR hard drive!
- **Extend End Time** - You can set the stop time for the recording.
- **Create a Recurring Timer** - You can set up a timer like the one described in *Setting Up an Automatic Event Timer* on page 57.
- **Record the Entire Event** - The receiver stops the recording at the scheduled end of the current program or event.

Tip: You can edit and delete timers from any TV that is connected to one of the TV1 outputs.

Setting Up an Automatic Event Timer

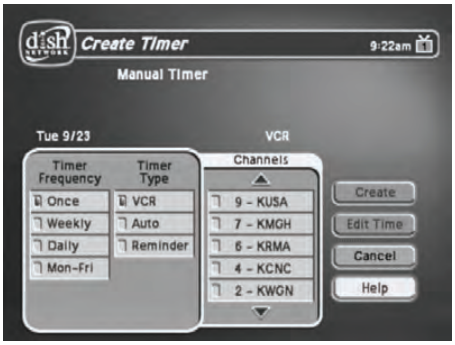
1. Find a future program by using the **Browse Banner**, the **Themes** menu, or the **Program Guide**. The program can be on a satellite-delivered or over-the-air (OTA) channel, if applicable. With the program highlighted, press the SELECT button.

Tip: The IR remote control is used to control the menus and programming on the nearby TV. An optional IR/UHF Pro remote is available separately, and can control the receiver from another room.

2. Select a **Timer Frequency** option. See “Event Timer Frequency” on page 55. Notice that a mark displays in the box next to your selection.
3. Select a **Timer Type**. See “Event Timer Types” on page 55. Again, your selection is indicated on the screen.
4. Select any applicable timer **Options**; to change priority, select **Set Priority.**
5. Select the **Create Timer** option to save the new event timer.
6. The **Program Guide** displays a small indicator of which of the two tuners in your satellite receiver is scheduled to record the event.

Setting Up a Manual Event Timer

1. Press the MENU button and select **Daily Schedule**.
2. Select the **Timers** option.
3. Select the **Manual Timers** option. The receiver displays a timer menu.



4. Select a **Timer Type** option. See “Event Timer Types” on page 55.
5. Select a **Timer Frequency** option. See “Event Timer Frequency” on page 55.
6. Select any applicable timer **Options.**
7. Select a channel by doing one of the following:

    - Highlight a channel using the UP or DOWN ARROW button. You can scroll the list with PAGE UP or DOWN. Finally, press SELECT.
    - Enter a specific channel number using the remote control’s NUMBER PAD buttons. Press SELECT.

8. Select the **Edit Time** option. The receiver displays the **Edit Time** for **Manual Timer** screen.
9. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting AM or PM) and the **End Time**, (this includes selecting AM or PM).
10. Set a **Date** for the timer. The default is today’s date.
11. Select **Done,** and then the **Create Timer** option.
12. To create another event timer, do one of the following:

    - Select the **Manual Timers** option again.
    - If you do not want to create another event timer, press the CANCEL button.

Note: You cannot create a manual event timer for a Pay-Per-View (PPV) event; you must use the quick record feature (see page 56) or go through the Program Guide to set up an automatic timer (see page 57).

Tip: You can edit and delete timers from any TV that is connected to one of the TV1 outputs.

Tip: Use the PAGE UP and PAGE DOWN buttons to scroll quickly through the list of channels Then highlight the channel you want and select it.

Setting Up a DishPASS Timer

Dish**PASS** lets you create timers to record programs automatically based on your search criteria. When the receiver finds programs that meet your search criteria, it automatically sets a timer to record that program. As the program guide is updated, Dish**PASS** will continue to find and record based upon your search criteria. Note that Dish**PASS** only finds programs on satellite channels.

An example of how to use Dish**PASS** may be that you saw a movie in the theaters and you want to watch it again as soon as it comes out on a movie channel. Use the **Exact Match** and **Title** options, and then type the exact title of the movie. If the movie is made available on a movie channel you subscribe to, the receiver will automatically set a timer to record that movie for you.

1. Press the MENU button and select **Daily Schedule**.
2. Select the Dish**PASS** option.
3. Select the Search Method:

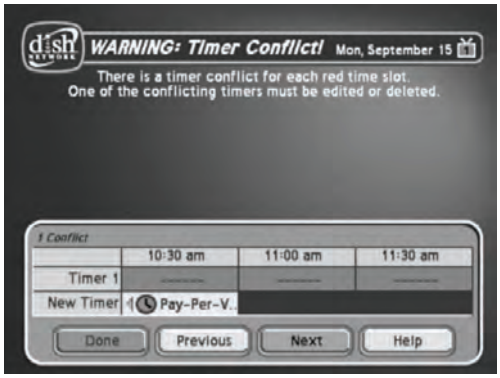
    - **Title** - Search for programs by their title.

- **Info -** Search for key words in program descriptions or titles.

4. Optionally, select **Exact Match** if you want to find exactly what you enter in your selection of either the program **Title** or **Info**, respectively.
5. Enter your search criteria. You can use the keyboard shown on the screen or you can use the letters above the NUMBER PAD buttons on the remote control while the highlight is in the **Enter Search Criteria** field.
6. Select **Options** as described on page 55.
7. Select **Create Timer**. When the receiver has completed your search, the timer Daily Schedule displays the results.
   Note: After entering your search words and selecting Create Timer, be sure to review the timers that Dish**PASS** creates—some may not be what you are expecting. You can:
   - Pick selected events to Skip. Review you **Daily Schedule** often
   - Adjust your search terms and options. Select **Set Priority** to change the priority of the Dsih**PASS** timer. To adjust your search, delete the unwanted Dish**Pass** timer and:
     – Change or add search term(s) for more specific search results.
     – Select a future program within the Guide or the Browse Banner, and then choose the Dish**PASS** option; this enters the exact title.
     – If you didn't already, select **Exact Match** with the **Title** or, **Info.**
8. Select **Done**.

Overlapping Timers

If you try to create event timers for overlapping programs, the receiver displays a screen with the dates and times of both programs. The receiver also displays this screen if scheduled program times change, causing one timer to overlap another. You must delete, edit, or skip one (or both) of the timers to resolve this conflict.



When the **Timer Conflict!** screen displays, resolve the conflict by doing the following:

1. Select one of the timers. The **Timer Conflict Resolution** screen displays.

2. When the **Timer Conflict Resolution** screen is displayed, select one of the following choices:
   - **Delete This Timer -** Removes the timer completely.
   - **Edit This Timer -**
   - **Skip This Timer Once -** Select this option if you are creating a timer for a special program (**Once**) and have a recurring timer set for a program you watch regularly (**Mon.-Fri**, **Daily**, or **Weekly**). For example, you want to set a timer for an awards show (**Once**), but it conflicts with the timer for a news program (**Mon.-Fri**, **Daily**, or **Weekly**). You can select the timer for the news program and then select **Skip This Timer Once**.
3. After making your selection on the **Timer Conflict Resolution** screen, select the **Yes** option to close the screen.
4. Select **Done**.

Maximum Number of Event Timers

Although you can create timers for lots of your favorite programs and events, there is a limit to the number of event timers you can create, depending on your satellite receiver's memory. If you try to create more than this maximum number, the receiver displays a menu giving you the option to delete an existing timer. If you choose not to delete an existing timer, then you won't be able to create any new ones until you do.

Reviewing and Editing Event Timers

Tip: You can view, edit and delete timers from any TV that is connected to one of the TV1 outputs.

From any TV connected to your receiver's TV1 outputs: You can review and edit both automatic and manual event timers. If you need to change an event timer, you can edit almost any feature of that timer.

Note: If you edit an automatic timer, it becomes a manual timer. This manual event timer operates at the exact times you set, *not* the scheduled program times.

1. Press the MENU button.
2. Select the **Timers** option. The receiver displays the **Timers** menu.

3. Select the event timer that you want to edit. A mark appears in the box next to the event timer.
4. Select the **Edit** option. You may change the **Timer Type**, **Timer Frequency**, or **Channel**. To do this, select each option that you want.
5. If you want to change the **Start Time**, the **End Time**, or the **Date**, select the **Edit Time** option to display the **Edit Time** for **Manual Timer** menu. Otherwise, skip to step 8 of this procedure.
6. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting AM or PM) and the **End Time** (this includes selecting AM or PM).
7. Use the NUMBER PAD buttons to enter the **Date**.
8. Select the **Create Timer** option.

Deleting an Event Timer

1. Press the MENU button.
2. Select the **Timers** option.

   The receiver displays the **Timers** menu.
3. Select an event timer(s) that you want to delete. A check mark appears in the box next to the event timer(s).
4. Move the highlight to **Delete** and press SELECT.

Special Considerations When Using Event Timers

- **For Any Locked Programs** - You must enter the receiver password before you can create an automatic event timer. You can create a manual event timer for a locked program without entering the password. However, if you do this, when the event timer operates, the receiver may display only an error or password-entry screen.
- **For Pay-Per View-Programs** - You must order a pay-per-view program when you create a timer for it. This timer is an Automatic Event Timer.

- **For All Blacked-Out Programs** - If you set a timer for a program or event that is blacked out in your area, when this timer operates the receiver may display only an error or password-entry screen. If you have set an **Ext Event Timer**, the device will record this screen and not the blacked-out event.

Event Timer Performance when the Receiver is Off

If the receiver is OFF (in standby mode) at the time an Auto-Tune or DVR Event Timer is scheduled to operate, then the receiver will turn itself ON.

Watching One Program While Recording Another

Using Two Tuners to Record

You can set up your dual-tuner satellite receiver to record one or even two programs while you're also watching one that you've previously recorded.

1. Press GUIDE to open the **Program Guide**. Find a channel with a program or event that you want to watch now.

2. Press SELECT to tune to that channel and watch the program.

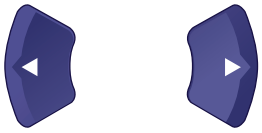
3. Press the RECORD button. A message will be displayed asking whether you want to record the remainder of the program. Select **OK** to begin recording it now.

4. Press GUIDE on the remote. Use the **Program Guide** to find another program or event that you want to watch now. Select that program. You are now watching one program while recording another one at the same time.
5. Press RECORD and select **OK** when the popup screen displays. You are now recording two programs or events at the same time.
6. Press the DVR button on your remote control. The **DVR Event** screen will open. You should see the two programs that are recording, indicated by the red dot next to the listings in the **Program Guide**.

7. Select a program or event that you recorded earlier (not one that is recording now), and then select **Start Over**.
8. You should now be watching a pre-recorded program while your satellite receiver continues recording the other two programs or events.

Setting Up an Automatic Event Timer

1. Select a future program by using the **Browse Banner,** the **Themes** menu or the **Program Guide**.



2. Select a **Timer Frequency** option. Note the mark to the left of your option.
3. Select a **Timer Type**. See “Event Timer Types” on page 55.
4. Select the **Create Timer** option to save the event timer.
5. The **Guide** shows which satellite receiver tuner is to record the event.

Tip: The IR remote control s used to control the menus and programming on the nearby TV. An optional IR/UHF Pro remote control can be used to control the receiver from another room.

Using More DVR Features

Most satellite TV programs and films are copyrighted. In some cases, copyright law may apply to private, in-home recording.

Your DVR receiver's features let *you* decide how to watch TV. You can pause, reverse, or skip back through a program. Then you can return to watching, fast forward, or skip ahead through the program. Also, you can *record* and *play back* programs and events with full, digital audio and video quality, *without* a VCR.

Auto Recording

If you get a phone call while watching a live program or event, you can pause the program, answer the phone, return to watching the program, and not miss *any* of the action.

You can pause, reverse, or skip back through a live program or event. Then you can return to watching, fast forward, or skip ahead through the program.

You can also use slow-motion forward and backward, and frame-by-frame advance and reverse while using the DVR receiver's auto-recording feature.

For more information, please see *Using Auto Recording*.

Quick Recording

You can record a program that is on now or a program on in the future to watch later, or you can keep your recording.

You can pause, return to watching, fast reverse, skip back, fast forward, or skip ahead through a recorded program.

Tip: Auto recording is what happens automatically while you're watching a program. You use this feature when watching a program by pressing one or more of the buttons on your remote control like PAUSE, BACK, SKIP BACK, FORWARD and SKIP FWD.

You can also use slow-motion forward and backward, and frame-by-frame advance and reverse while using the DVR receiver's auto recording feature.

You can play back a program you already recorded and record one or even *two* new programs at the same time.

Using Auto Recording

Turn the DVR receiver on and tune it to a channel. Then you can use the remote control's DVR and related buttons.

Note: When you press any one of these buttons, you'll see a small indicator on the TV screen.

Press the PAUSE button to pause the program. Press this button *again* to resume watching the program from where it was paused.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV's user guide for information on whether this is a problem for your TV, what operating/viewing restrictions may apply to you to avoid this problem, and any associated TV warranty coverage.

Note: For a "live" program or event, the on-screen pause timer shows how long you've paused the program. If you've paused the program more than once, the pause timer shows the *total* time you've paused. If you pause after you reverse or go forward, the pause timer shows how far you're behind the "live" program.

Press the BACK button *once* to reverse the program four times as fast as normal playback speed. Press the BACK button *twice* to reverse at 15 times normal speed, *three times* to reverse at 60 times normal speed, and *four times* to reverse at 300 times normal speed. The on-screen bar shows you how far you've reversed.

Press the PAUSE button first and then quickly press the BACK button to reverse the program in slow motion. Press the BACK button *once* to reverse the program 1/4 the speed as normal playback speed. Press the BACK button *twice* to return to reverse at normal speed.

Press the FWD ("FORWARD") button *once* to go forward in the program four times as fast as normal playback speed. Press the FWD button *twice* to forward at 15 times normal speed, *three times* to forward at 60 times normal speed, and *four times* to forward at 300 times normal speed. The on-screen bar shows how far you've gone.

Press the PAUSE button and then press the FWD button to go forward in the program in slow motion. When you press the FWD button once the program advances at 1/15 the speed of normal play. Press the FWD button twice for 1/4 as fast as normal play. Press the FWD button three times to play the program.

Note: Of course, you *can't* go "forward" into the future part of a "live" program that hasn't been broadcast yet.

Press the PLAY button to watch the program. Also, press this button to switch from pause, forward, or reverse to play.

Press the SKIP BACK button to skip back about ten seconds in a recorded program. Press this button again to skip back again.

Press the PAUSE button and then press the SKIP BACK button to reverse through the program one frame at a time.

Press the SKIP AHEAD button to skip ahead about 30 seconds in the program or event. Press this button again to skip ahead again.

Press the PAUSE button and then press SKIP AHEAD to advance through the program one frame at a time.

Press the VIEW LIVE TV button to catch up to the present and watch the program or event, as it's showing now.

Using Quick Recording

Turn the receiver on and tune it to a channel with a program you want to record.

Note: If you record a locked program or event while you have the receiver locked, then you'll have to enter the password to play back that recording.

Start Recording a Program

- *At a program's start,* press the remote control's RECORD button.

- *If you've watched a program **from its start**, up to about two hours after it's started, you can reverse to its start*:

  1. Press the BACK button.
  2. Let the program reverse to its start.
  3. Press the RECORD button. You'll get *all* of the program on your recording.

     Note: If you didn't tune to the program until *after* it started, you can record *only* the part of the program that comes *after* you tuned to it.

Stop Recording a Program

- Press the remote control's STOP button.

When you press the RECORD button, the receiver stops recording at the end of the program. You can use an *Event Timer* to start and stop the recording:

- Use *Quick Record* to set a one-time DVR event timer for a future program.
- Set an *automatic* DVR event timer to record a future program that comes on each day of the week or each week on the same day.
- Set a *manual* DVR event timer to make a future recording with specific start and stop times you set. This lets you record only part of a program, or a block of several programs, one after the other, on the same channel.

Use the DVR Events Menu

Press the DVR button to open the **DVR Events** menu, which shows all of the **DVR Events** recorded on the receiver. You can edit, delete, and protect any event shown on the menu.

- If you hide adult channels and lock the receiver, then this menu doesn't list any programs on adult channels by name.
- You can use this menu to review programs or events you have recorded or scheduled to record with the DVR receiver's recording features.

The **DVR Events** menu shows you:

- A list of recorded events that includes the one(s) you're recording now, if any.
  Note: You can sort the events either by date or by the name of the event.
- **If you select any one of the programs or events on the DVR Events menu** (even one you're recording now), you open an **information** screen for that event.
  Note: This is just an example of the information menu. The information menu shows *only* the options for the event that you selected. For a different event, you'll see different options. You'll see some (but not all) of the options listed below. For example, you won't see an option to start recording; to do that, you must press the remote control RECORD button or set an automatic or manual event timer.
- **Note**: If you record a locked program while you have the receiver locked, you'll have to enter the password to play back that program.

There are several choices you can make from the **DVR Events** screen:

- **Sort** - You can sort your **DVR Events** by **Alphanumerics**, **Movies**, **Series/ Specials**, **Sports**, **Date**, **Length**, or **Protected**.
- **Edit** - You can edit or delete recorded **DVR Events**.
- **Timers** - When you select the **Timers** option, the **Timers** screen opens.

While Playing Back or Recording an Event

- Press the PAUSE button to pause playback. Press this button *again* to resume the playback from that point.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV's user guide for information on whether this is a problem for your TV, what operating/viewing restrictions may apply to you to avoid this problem, and any associated TV warranty coverage.

Tip: Press DVR on the remote control to see a list of the programs and events that you've recorded. To watch one, just select it from the list. You can then start playing that event recording, start it over from the beginning, stop event playback, or resume playing it back from the spot that event playback was last stopped.

- Press the BACK button *once* to reverse the program four times as fast as normal playblack speed. Press the BACK button *twice* to reverse at 15 times normal speed, *three times* to reverse at 60 times normal speed, and *four times* to reverse at 300 times normal speed.

- Press the PAUSE button and then press the BACK button to reverse through the program in slow motion. Press the BACK button once to reverse the program 1/4 the speed of normal playback. Press the BACK button again to return to reversing the program at normal speed.
- Press the FWD ("FORWARD") button *once* to forward the program four times as fast as normal playback speed. Press the FWD button *twice* to forward at 15 times normal speed, *three times* to forward at 60 times normal speed, and *four times* to forward at 300 times normal speed.

- Press the PAUSE button and then press the FWD button to go forward through the program in slow motion. When you press the FWD button once the program advances at 1/15 the speed of normal playback. Press the FWD button *twice* to forward at 1/4 the speed of normal play. Press the FWD button *three* times to return to playing back the program at normal speed.

  Note: Of course, you can watch *any* part of a program or event that you've already recorded.

- Press the PLAY button to play back or resume playback of a paused program or event. Also, you can press this button to switch back to normal playback after you have used fast forward or reverse .

- Press the SKIP BACK button to skip back about ten seconds in the event. Press this button *again* to skip back again.

- Press the PAUSE button and then press the SKIP BACK button to reverse the recording one frame at a time.
- Press the SKIP AHEAD button to skip ahead about 30 seconds in the event. Press this button *again* to skip ahead again.

- Press the PAUSE button and then press the SKIP AHEAD button to advance the recording one frame at a time.
- Press the STOP button to stop playback of a DVR event. Note that the STOP button has no effect when you are watching a "live" TV program or event.

Play Back a Recorded Event and Record Another Event

1. Set up the DVR receiver to make a quick recording.

   Note: You can press the RECORD button or you can use any kind of event timer *except* a VCR event timer.

2. Press the DVR button. This opens the **DVR Events** menu.

3. Select an event on the **DVR Events** menu (*not* the one you're recording). This opens an information screen for that event.
4. Press the PLAY button.

Tip: With your dual-tuner DVR receiver, you can even watch one event you have recorded while recording another one (or even two) new programs at the same time!

More About the DVR Features

Auto Recording

- *Whenever* you turn the receiver on, it's auto recording.
- With the auto record feature, you can record as much as *apprximately* two hours of a program. This total recording time applies to auto recording only; you can set an event timer for program(s) of any length, limited only by the amount of remaining free space on your DVR receiver's hard drive.
- The receiver needs more room to record programs with more action. So, the total recording time *isn't* exact.
- After *about* two hours, the receiver begins to *record over* its oldest auto recorded audio and video to have room for the newest audio and video.
- If one program ends and the next one starts on the *same* channel, the receiver continues to record the next program.
- If you *change* the channel, you *erase* the current auto recorded audio and video, and start auto recording the program or event on the new channel.
- These auto recordings do not show up in the **DVR Events** list.

Quick Recording

- Quick recording works *only* when you set it up.
- The receiver *must* have enough room to record on your DVR hard drive:
  - When you make a one-time DVR recording, you can set the receiver to ask you *before* it records over what you have already recorded. This is how you "protect" a recorded program or event. You can protect events recorded from either of the receiver's satellite TV tuners.
  - If the receiver needs room to record a newer event, it'll *record over* the oldest existing "unprotected" recorded event(s) to make room.
  - If the receiver is out of room, and you don't let it record over any existing recorded events, it *won't* be able to record any new events.
  - To free up remaining space on the DVR receiver, you can erase events by opening the **Events Information** menu and selecting the **Erase** option. You can erase events recorded from either of the receiver's satellite TV tuners.

Copy Recordings to Videotape

Tip: If you want to archive a recorded event to save it for a long time, you can move it from the DVR receiver's hard drive to a VCR tape.

You may want to keep a videotape copy of a recording you made on the DVR receiver. Or, if the DVR hard drive is out of room to save new recordings, maybe you'll want to move older recordings to a videotape to store them.

Many satellite TV programs and films are copyrighted. In some cases, copyright law may apply to private, in-home recording.

You will *not* be able to play back events with full, digital audio and video quality from a videotape.

1. Connect the receiver's back panel TV1 audio/video outputs to the VCR's audio/video inputs.
2. Put a new or fully rewound tape into the VCR.
3. Turn the VCR power on.
4. Press the DISH Network remote control's DVR button. This opens the **DVR Events** menu.

5. Select an event on the **DVR Events** menu. This opens an information screen for that event.
6. Start the VCR recording onto the tape.
7. On the event's information screen, select the **Start** option. The receiver begins to play back the program or event.
8. When the playback is done, stop the VCR recording.

Using Themes and Search

The **Themes and Search** feature of your receiver makes it easy to find programs to watch. This menu allows you to search for programming by themes (movies, sports, etc.) or by key words used within the program's information.

Themes

You can list and choose programs by the theme of their contents, for example, just movies or just sports. You can then quickly list programs based on that theme, and choose the program you want from the list.

1. Open the **Themes and Search** menu by doing one of the following:

   - While watching a program, press the LEFT ARROW button.

   - Press the MENU button, and then select the **Themes and Search** option.

2. Select the option for a category.
3. Select the desired program or event in the list of programs.

   Note: If the program you highlighted is on some time in the future, then the receiver will open the **Create An Event Timer** menu. See *Using Timers* beginning on page 54 for more information.

Search

1. Open the **Search** screen by doing one of the following:

   - Press the POUND (#) button on the remote control.

   - While watching a program, press the LEFT ARROW button to display the **Themes and Search** menu. The select **Search**.

   - Press the MENU button, and then select the **Themes** option to display the **Themes and Search** menu. The select **Search**.

2. The **Search** screen is displayed with a virtual keyboard.

3. You can search for events two ways:

   - Select **Title** to search for the words that appear in the title of a program.

   - Select **Info** to search for words that are in the program description.

4. Enter the information in the space provided in one of two ways:

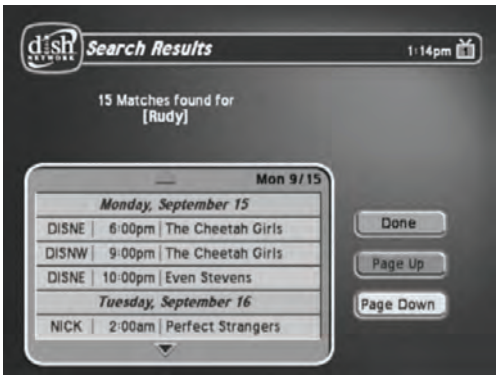
   - You can use the virtual keyboard on the screen to type the information in the space provided by selecting each character.
   - You can use the letters above the NUMBER PAD buttons while in the **Enter Search Criteria** field. For example, when looking for the channel and times to watch *Rudy Fremmel Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word "Rudy."

   To help you enter the information on the **Search** screen:

   - Use the LEFT, RIGHT, UP, and DOWN ARROW buttons to navigate around the **Search** screen.
   - Use the LEFT ARROW button to delete characters in the **Enter Search Criteria** field.
   - Use the STAR button to backspace without deleting in the **Enter Search Criteria** field.
   - Use the RIGHT ARROW button to forward space without deleting in the **Enter Search Criteria** field.

Tip: Use Search History instead of the keyboard if you've searched for the same program or information before.

5. Select **Search**.



6. When the **Search Results** are displayed, you have the following options:
   - Use the UP and DOWN ARROW buttons to scroll through the results.
   - Use the PAGE UP and PAGE DOWN buttons to scroll a page at a time.
   - Select **Page Up** or **Page Down** to scroll a page at a time.
7. Select one of the programs to watch, or select **Done** to close the **Search Results** screen.

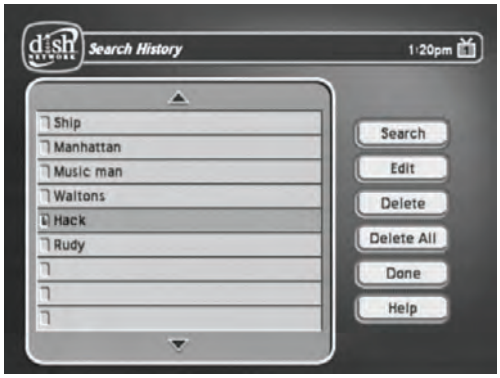
   Note: If you select a program that is on now, then the receiver tunes to that program. If you select a program that is on in the future, you will have to set an event timer. See page 54 for more information on event timers.

Search History

After you have searched for programs or other information, your receiver builds a history. You can use the **Search History** instead of typing the information again with the virtual keyboard.

1. Press the POUND (#) button to open the **Search** screen.

2. Select **History** to display the **Search History** screen.



3. At the **Search History** screen, you have the following options:
   - **Search** - Select one of the items and then select **Search**.
   - **Edit** - Select one of the items and then select **Edit** to make changes.

- **Delete** - Select one of the items and then select **Delete**.
- **Delete All** - Select **Delete All** to clear the **Search History**.

Using Locks

When you unlock programming delivered by the receiver's outputs to your coaxial cabling, you are allowing all TVs connected to your reciever to have access to the same programming. In this case, you must rely on the V-Chip technology and settings in the individual televisions to prevent viewing of inappropriate programming. Consult your TVs' user guides for instructions to set up V-Chip protection.

Note: Locks for programming on the **TV1** outputs for the nearby TV are set using the receiver's **Lock** menus. The section below applies to all locks you set.

How to Set Locks: A Two-Step Process

1. Create the locks that you want.
2. Then lock the receiver.

When the receiver is locked, anyone who wants to access locked items must enter the password to do so.

When You Have Locked the Receiver

- If you try to access a locked item or open the **Locks** menu, the receiver displays a message prompting you to enter the password.
- The receiver allows you three tries to enter the correct password. If you fail to enter the correct password, the receiver does not allow any more tries for several minutes.
- If you enter the correct password, then you can access the locked item or open the **Locks** menu.
- If you exit a locked item or close the **Locks** menu, you must re-enter the password to access the item or menu.

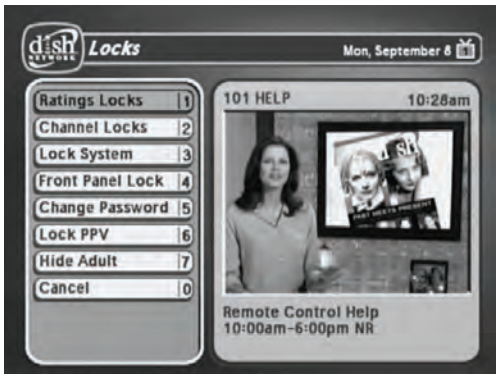
Locking and Unlocking the Receiver

You must lock the receiver for any receiver **Locks** you have set to take effect. And to lock the receiver, you must first create a password. If you forget your password, you will need to speak with a Customer Service Representative. If you have a Personal Identification Number (PIN), you will need to give it to the Customer Service Representative. See page 81 for information on PINs.

1. Press the MENU button to display the **Main Menu**.
2. Select the **Locks** option to display the **Locks** menu.

Note: If the receiver displays a message prompting you to enter a password, then the receiver has already been locked.

Note: If you want to unlock the receiver or any specific lock (rating, channel, front panel, or PPV) then use the password.



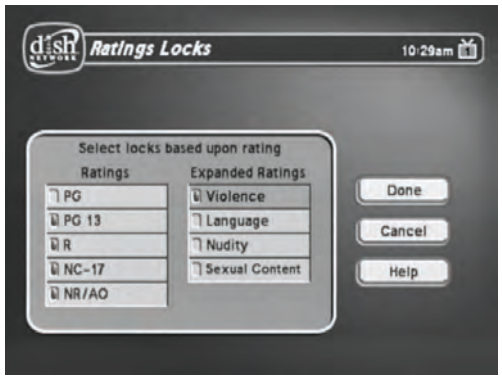
3. Select the **Lock System** or **Unlock System** option. The receiver displays a message prompting you to enter a password to lock the system.

4. Enter and verify a password, using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. When you enter the fourth digit of the password, the receiver highlights the **OK** option.
5. Memorize your password. From now on, you must enter this password to lock or unlock the receiver. If you forget your password, you will need to call and speak with a Customer Service Representative. If you have a Personal Identification Number (PIN), you will need to give it to the Customer Service Representative.
6. Select the **OK** option. Confirm the password by re-entering it. All the locks that you have set are now in effect.

Creating or Changing Rating (Content) Code Locks

1. Press the MENU button.
2. Select the **Locks** option.
3. If the receiver is locked, then enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. When you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.

4. Select the **Ratings Locks** option.



5. Highlight the lowest rating that you want to block. Press the SELECT button to set a lock at the highlighted rating.

   Note: All ratings that are more restrictive than the selected rating are also selected. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

6. Select the expanded rating code(s), if you want to also lock these ratings.
7. To unlock a rating code, highlight the code and press SELECT.
8. Select the **Done** option to save your changes.
9. If the receiver is not locked, then you must lock it to put the locks you just created into effect by selecting **Lock System**.

Creating or Changing Channel Locks

You can lock any channel, including pay-per-view channels.

1. Press the **Menu** button.
2. Select the **Locks** option.
3. If the receiver is locked, then enter the password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. When you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.
4. Select the **Channel Locks** option.

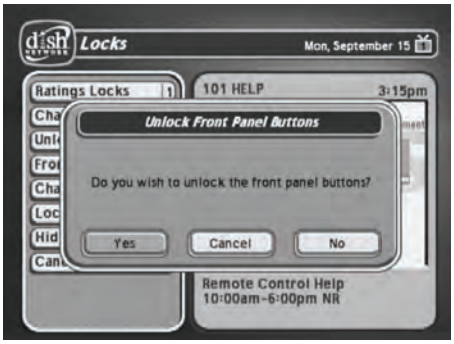
5. Highlight the channel that you want to lock. If necessary, press the UP or DOWN ARROW button to see the channel. You can also jump to a channel by typing the channel number using the NUMBER PAD buttons.
6. Press the SELECT button to lock or unlock the highlighted channel. If the checkbox next to the channel has a checkmark, then the channel is locked.
7. Select the **Done** option to save your changes.
8. If the receiver is not already locked, then you must lock it to put the locks you just created into effect.

Locking and Unlocking the Receiver Front Panel

This keeps anyone from using the front panel buttons, but it does not lock the remote control buttons. This option is only available on TV1 menus.

Tip: The IR remote control is used to control the menus and programming on the nearby TV. An optional IR/UHF Pro remote control can be used to control the menus from another room

1. Press the MENU button.
2. Select the **Locks** option.
3. If the receiver is locked, enter the numeric password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.
4. Select the **Front Panel Lock** option to lock or unlock the front panel.



5. Select the **Yes** option.
6. To activate the front-panel lock you just set, you must lock the receiver.

Locking and Unlocking Pay-Per-View Channels

This locks all pay-per view channels. You also can lock one or more pay per view channels by using channel locks or rating locks.

1. Press the MENU button.
2. Select the **Locks** option.
3. If the receiver is locked, enter the numeric password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.

4. Select the **Lock PPV** or **Unlock PPV** option.

5. If the receiver is not locked, the you must lock it to put the lock you just created into effect.

Hiding and Showing Adult Channels

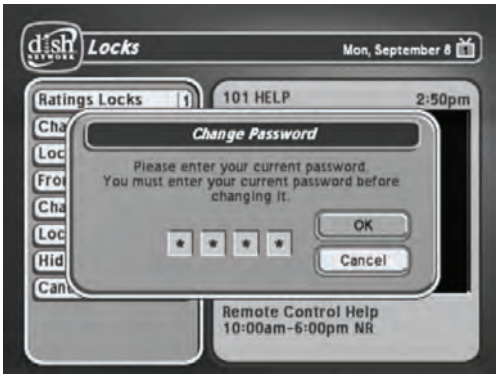
When you hide adult channels, you keep the **Program Guide**, **Themes** lists, and the **Browse Banner** from displaying adult channels. It also keeps anyone from choosing such channels by using the UP or DOWN ARROW buttons or entering the channel number using the remote control NUMBER PAD buttons.

1. Press the MENU button.
2. Select the **Locks** option.
3. If the receiver is locked, then enter the numeric password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.
4. Select the **Hide Adult** or **Show Adult** option.

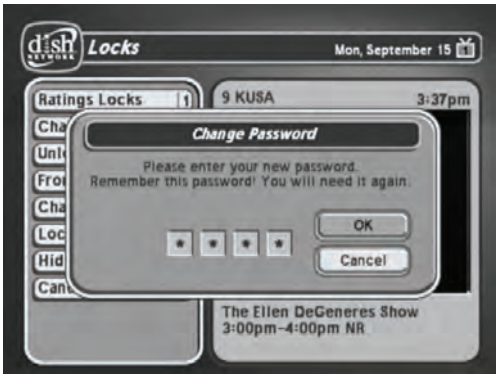
Changing the Receiver Password

1. Press the MENU button.
2. Select the **Locks** option.

   If the receiver is locked, then enter the numeric password using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
3. Press the SELECT button.
4. Select the **Change Password** option.



5. Enter the current numeric password using the NUMBER PAD buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
6. Press the SELECT button.
7. Enter the new password using the NUMBER PAD buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.



8. Press the SELECT button to select the **OK** option and change the password.
9. Enter your new password again for confirmation, using the NUMBER PAD buttons. The receiver displays stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the SELECT button.

10. Memorize this new password. From now on, you must enter this password to lock or unlock the receiver. If you forget your password, you will need to call DISH Network and speak with a Customer Service Representative. If you have a Personal Identification Number (PIN), you will need to give it to the Customer Service Representative. See page 81 for information on PINs.

Personal Identification Numbers

You can set up a Personal Identification Number (PIN) for call-in requests only. Anyone calling DISH Network's Customer Service Center must provide this PIN to make any changes to your account. You may call the Customer Service Center at any time to set up a PIN.

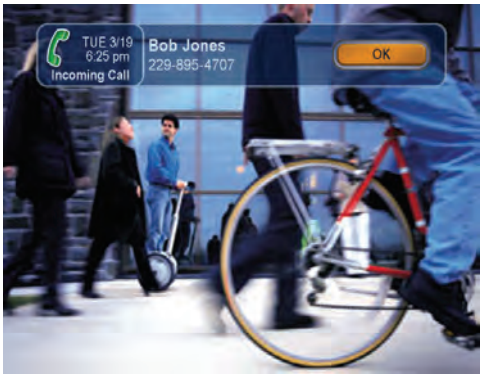
If you forget your PIN, then you will need to speak with a Customer Service Representative. The representative may ask for more information to verify your identity and that you are authorized to make changes to your account.

Using Caller ID

Caller ID displays on your TV the names of people as they call you if you subscribe to **Caller ID** from your local telephone company. To use this feature, make sure you have an active phone line connected to the receiver and that the **Caller ID** feature is enabled on the line. After you turn on **Caller ID**, it stays on until you decide to turn it off.

Caller ID Screens

When you receive a call, you will see a **Caller ID** pop-up message screen.

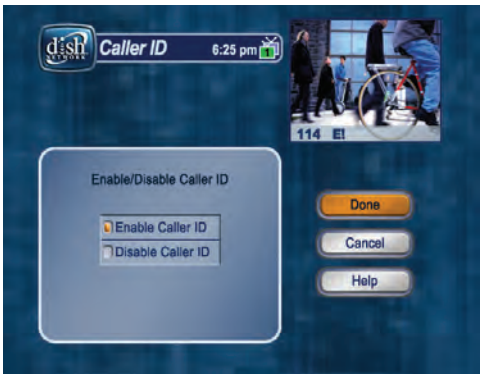


You can select **OK** to close the message screen. If you do nothing, it will disappear after 20 seconds.

If you are accessing a menu screen when a call comes in, you will see a different **Caller ID** pop-up screen.

Turning Caller ID On and Off

1. Press MENU 6-1-2 on the DISH Network remote control.



2. From the Caller ID screen, select either **Enable Caller ID** (if it is disabled) or the **Disable Caller ID** option if you wish to disable this feature.
3. Select **Done**.

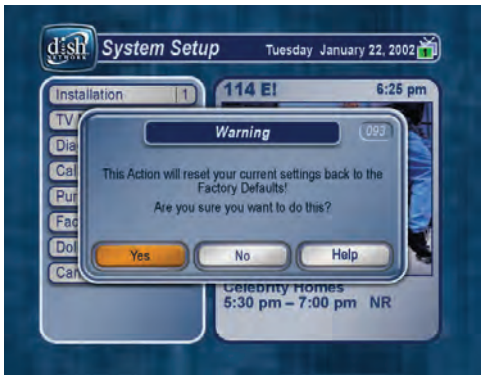
Resetting Receiver to Factory Default Settings

Note: Resetting the receiver to factory-default settings discards all **Favorites Lists** except the **All Chan** and **All Sub** lists.

Note: If you have set any locks on the receiver, and the receiver is locked, then these locks will be kept. If the receiver is unlocked, any such locks will be lost. You cannot reset the receiver to factory-default settings to discard a password that you have forgotten. Nobody can reset a receiver to bypass a receiver lock.

If you want to reset the DVR receiver to be the same as when it was shipped to you from the factory, do the following:

1. Press MENU 6-6 to request the factory reset.
2. When the receiver displays a **Warning** message, confirm that you want to reset all receiver preferences by selecting **Yes**.



Changing Audio Languages for Programs

You may be able to change the language of some programs' audio. An alternate language may not be available for all programs or events. Some programs, such as movies, show at the start whether an alternate language is available. An alternate language applies only to the audio portion of the program and does not change the language used in the menus displayed by the DVR receiver.

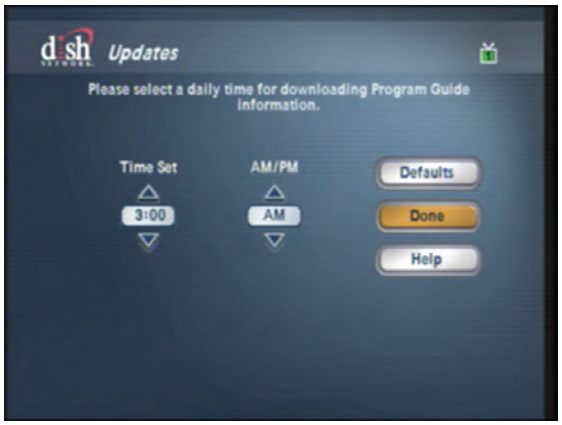
1. Press the MENU 8-4 to access the **Alternate Audio** screen.

2. Select the language you want for program audio in the **Languages** list.
3. Select the **Done** option to save your language choice. The receiver displays the **System Setup** menu.

Receiver Updates

Your satellite receiver is set to turn itself off at 3:00 a.m. so that it can receive updates to the **Program Guide**. To change this update time, complete the following:

1. Press the MENU 8-5 to open the **Updates** screen.



2. Highlight the **Time Set** option.
3. Use the UP and DOWN ARROW buttons to highlight the time.
4. Go to the **AM/PM** option and use the UP and DOWN ARROW buttons to select **AM** or **PM**.
5. Select **Done** to save your changes and exit this screen.

   Note: You can reset any changes you may have made to the **Updates** feature by selecting the **Defaults** option before exiting this screen.

Control Other Devices with the Remote Control

This section describes how to use an IR (or optional IR/UHF Pro) remote control to control a TV, a VCR, or other devices. For information on how to use the remote to control the receiver, see *Using the Remote Controls* on page 37. You can set up both types of remote controls to control the satellite TV receiver and as many as three other IR-controlled devices each. These devices can be a TV, a VCR or DVD player, and a third device, like an audio amplifier or receiver.

Where the word "remote" is used in the following section, it applies to both types of remote controls.

Tip: The IR remote control is used to control the menus and programming on the nearby TV. An optional IR/UHF Pro remote control can be used to control the receiver from another room.

Remote Control Modes

You can set the remote to four different modes to control the receiver or other devices. When you get the remote it's already set up to control your receiver. You must set up the remote to control other devices like a TV or VCR/DVD player. See *Set Up the Remote to Control Other Devices*.

Use the remote control's device mode buttons, SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX ("auxiliary," for a second TV, a second VCR, a DVD player, a tuner/pre-amp, or an audio amplifier) to set the remote to the correct mode for controling the device. To change this mode, press the button for the device you want the remote to control. The mode button lights for a couple of seconds to show that you've set the remote to that mode.

Limited Mode

You can program your remote control in limited mode to keep from accidentally changing the channel away from satellite programming on your TV or VCR. When you use the remote to control your TV in limited mode, you will only be able to use the POWER, MUTE, and VOLUME buttons. Also, when you use the remote to control your VCR in limited mode, you will only be able to use the power and VCR-function buttons. The section *Setting Up the Remote to Control Other Devices* lists a step that tells the remote control to go into limited mode.

Set Up the Remotes to Control Other Devices

Over the next few pages we tell you how to use the remote to control a TV, a VCR, a DVD player, a tuner, or an audio amplifier.

To use the remote to control other devices, you must first program it to control these other devices. You can do this by either following the instructions that follow in *Set Up the Remote Control*, or the *Scan for Device Codes* procedure described beginning on page 87.

If you are programming the remote to control a combination device, such as a TV/VCR or a VCR/DVD player, then program the remote control in one device mode, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using code 748: Follow the instructions to program the remote to control the TV using code 748, and then repeat the instructions for the VCR using the same device code for that mode as well.

Set Up the Remote Control

1. Turn the device on.	Use the device's front panel buttons or its remote control.
2. Find the brand name of the device in the tables starting on page 109.	If the brand isn't listed, see *Scan for Device Codes* on page 87.
3. Press and hold the device mode button until all the other mode buttons light up, and then release the button. The mode button flashes. If you are repeating this procedure to program a combination device, be sure to press the correct mode button (for example, if you have a TV/VCR combination and you have already programmed the remote to control the TV, press and hold the VCR mode button, as described above).	For example, hold the TV mode button for a TV until all of the other mode buttons light. When you release the button, the TV mode light will flash.
4. *For AUX mode setup only*: • Press 0 for a second TV. • Press 1 for a second VCR or DVD player. • Press 2 for a tuner or audio amplifier.	This step is for programming the kind of device that is to be programmed in AUX mode. If you're not programming in AUX mode, skip to step 5.
5. Enter one of the three-digit device codes from the table using the number buttons.	The three-digit device code should be for the brand name of your device that you found in step 2.
6. If you want to program limited mode, press 1. If not, skip to step 7.	See *Limited Mode* on page 85 for more information .
7. Press the POUND (#) button.	If you entered the code correctly, the mode button flashes three times.
8. Press the POWER button to turn off the device. If the device does not turn off, go to step 10.	If the code is working, then the device should turn off. Also, if you're programming TV mode, the TV POWER button on the remote control should be able to turn off your TV from any device mode.

Tip: Limited mode is not used with audio amplifiers, tuners, or accessories. Limited Mode applies to a second TV, VCR or DVD player you set up in AUX mode.

9. Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, then stop here.

   Sometimes the POWER or TV POWER button works when other buttons don't. If the device does not turn off, continue with step 10.

10. If the code doesn't work, redo steps 3 through 9 with another device code from the tables.

    Try every code listed for you brand until one works best for your device.

11. *For combination devices*: Return to step 3 and repeat this procedure.

12. If you can't find a code that works, then try the *Scan for Device Codes* that follows.

Scan for Device Codes

If the code for your device is not listed in the tables starting on page 109, use this procedure to scan the remote control's memory for a working device code.

1. Turn the device on.

   Use the device's front panel buttons or its original remote control.

2. Press and hold the device mode button until all the other mode buttons light up, and then release the button.

   The mode button flashes.

   For example, hold the TV mode button for a TV until all of the other mode buttons light. When you release the button, the TV mode light will flash.

3. *For AUX mode setup only.*

   - Press 0 for a second TV.
   - Press 1 for a second VCR or DVD player.
   - Press 2 for a tuner or audio amplifier.

   This step is for specifying the kind of device that is to be programmed in AUX mode. If you're not programming in AUX mode, then skip to step 5.

4. *For AUX mode setup only:* Press the STAR (*) button.

5. Press the POWER button (not TV Power).

   This puts your remote control in its device-code scan mode.

6. Press the UP or DOWN ARROW button repeatedly until the device turns off.	As you press the UP or DOWN ARROW button, the remote is trying each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. **Note**: The mode button for the device will flash rapidly eight times when you've scanned through all the available codes for that device.
7. Press the POUND (#) button.	This stores the code you found.
8. Turn the device back on and try some other buttons to make sure they work.	Press the POWER button to turn the device back on. Try some other buttons to make sure they work. Sometimes, the POWER button or TV POWER button works when other buttons don't.
9. Repeat this procedure until you've tried all the codes.	You may need to repeat the scan to find the best code for your device.

Check the Device Codes

You can find out what device code you've set for each remote-control mode.

Tip: The IR remote control is used to control TV1 menus and programming on a nearby TV. An optional IR/UHF Pro remote can be used to control the receiver from another room.

1. Press and hold the device mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.
2. Press the POUND (#) button twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.	For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly. This example sequence corresponds to device code 570; your actual code will probably differ.
3. *For AUX mode setup only:* The first group of flashes tells you what the AUX mode is set up to control. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a VCR or DVD player; and two flashes is for a tuner or audio amplifier.	For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly. This example sequence corresponds to device code 570; your actual code will probably differ.

Remote Control Buttons

Control the Receiver

When you get the remote, it's already set up to control the receiver. However, you must set up the remote to control the TV before you can use the MUTE and VOLUME buttons to control TV sound.

For information on the remote buttons that control the receiver, see *Using the Remote Controls* on page 37.

Control a TV (or a Second TV)

Only the buttons described here will control a TV. Some of these buttons may not control your specific model of TV. Please see your TV's user manual for information about that TV model's features.

TV Mode Button

You must first set up the remote to control the TV. See *Set Up the Remote to Control Other Devices*, beginning on page 85. Then, you must press the TV mode button to set the remote to TV mode. The TV mode button lights for two seconds to show you've set the remote to TV mode. Make sure you keep the remote in TV mode to use the buttons described here to control your TV.

Note: You can set up the remote to control a second TV in AUX mode, the same way it controls the first TV in TV mode. See *Set Up the Remote to Control Devices* beginning on page 85.

TV/Video Button

If the TV has video input options, use this button to switch the TV video input.

Power Button

Press the TV POWER button to turn the TV on or off.

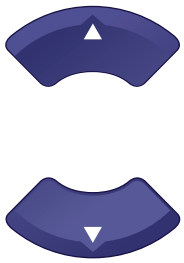
Mute Button

Press the MUTE button to turn the TV sound on or off.

Tip: If some of the buttons on the remote control do not control the TV that you have set up in TV mode, then try other codes. See page 85 for details.

Volume Button

Press this button to raise (+) or lower (-) the TV sound volume.



Up and Down Arrow Buttons

Use the UP and DOWN ARROW buttons to change channels on the TV.

Note: These buttons do not change the channels on the TV if the remote control has been set to operate in limited mode.

Select Button

The SELECT button works as the ENTER button for a TV.

Recall Button

Press the RECALL button to go back to the last TV channel you watched. Press it again to switch between the last two TV channels you watched.

Number Buttons

Use the NUMBER PAD buttons to directly enter a different channel number.

Note: These buttons do not change the channels on the TV if the remote control has been set to operate in limited mode.

Control a VCR (or a Second VCR or DVD Player)

Only the buttons described here control a VCR or DVD player. Some of the buttons may not control your specific VCR or DVD player. See the user's manual that came with your VCR or DVD player for information about its features.

VCR Mode Button

You *must first* set up the remote to control the VCR. See *Set Up the Remote to Control Devices*, beginning on page 85. Then, you must press the VCR mode button to set the remote to VCR mode. The VCR mode button lights for two seconds to show you've set the remote to VCR mode. Make sure you keep the remote in VCR mode to use the buttons described here to control your VCR.

Note: You can set up the remote to control a second VCR in AUX mode, the same way it controls the first VCR in VCR mode. See *Set Up the Remote to Control Devices* beginning on page 85.

Note: You *must* set the remote control to VCR mode to program it up to control a DVD player. Once you do this, you *must* set the remote to VCR mode to control the DVD player.

TV/Video Button

Use the TV/VIDEO button to switch the VCR between its TV mode and its VCR mode (see your VCR user's manual for more information).

Power Button

Press the red, unmarked POWER button to turn the VCR on or off.

Page Up and Down Buttons

Use the PAGE UP and DOWN buttons to change channels on the VCR.

Note: If the remote control has been set to operate in limited mode, then buttons in VCR mode will not change channels.

Recall Button

Press the RECALL button to go back to the last VCR channel you viewed. Press it again to switch between the last two VCR channels you viewed.

VCR Buttons

- Press the BACK button to rewind a videotape.

- Press the PAUSE button to pause a videotape. Press this button or the PLAY button to go back to playing the tape.

- Press the FWD button to forward a videotape.

- Press the STOP button to stop playing or recording on a videotape.

- Press the RECORD button to record on a videotape.

- Press the PLAY button to play or to retrun to playing a videotape.

Number Buttons

Use the NUMBER PAD buttons to enter channel numbers.

Note: If the remote control has been set to operate in limited mode, then buttons in VCR mode will not change channels.

Control a Tuner or Amplifier

Only the buttons described here control a tuner or audio amplifier. Some of the buttons described here may *not* control your tuner or amplifier. Please see the user's manual that came with your tuner or amplifier for more information.

AUX Mode Button

You *must* first set up the remote to control the device. See *Set Up the Remote to Control Devices,* beginning on page 85. Then, you *must* press the AUX mode button to set the remote to AUX mode. The AUX mode button flashes once to show you've set the remote to AUX mode. Make sure you keep the remote in AUX mode to use the buttons described here to control your auxiliary device.

Power Button

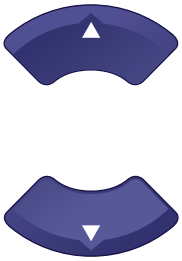
Press the red, unmarked POWER button to turn the tuner or amplifier on or off.

Mute Button

Press the MUTE button to turn the sound for the AUX device off or on.

Volume Button

Press the VOLUME button to raise (+) or lower (-) the volume of the sound.



Up and Down Arrow Buttons

Use UP and DOWN ARROW buttons to change channels on a tuner or audio device. Limited mode does not affect any device programmed in AUX mode.

Select Button

The SELECT button works as the INPUT SELECT button for a tuner/pre-

amp.

Other Remote Control Features

Switch Between TV and AUX Device Volume Control

When you set up the remote to control a TV, the mute and volume buttons are automatically set to control the TV volume. However, if you want to use the AUX mode to control an audio amplifier or other device with a volume setting, you can set up the remote to control that device's volume instead of TV volume.

To set the remote to control the AUX device's volume:

1. Press and hold the AUX mode button for three seconds, and then release it. The AUX mode button will blink.

2. Press the POUND (#) button.

3. Press the plus (+) side of the VOLUME button.

4. Press the 0 number button.

5. Press the POUND (#) button.
   The AUX mode button flashes three times.

6. Press the SAT mode button.

7. Press the plus (+) and minus (-) sides of the VOLUME button.
   The device's volume changes and the AUX mode button flashes instead of the TV mode button.

To set the remote back to control the TV volume:

1. Press and hold the TV mode button for three seconds, and then release it. The TV mode button will flash.

2. Press the POUND (#) button.

3. Press the plus (+) side of the VOLUME button.

4. Press the 0 number button.

5. Press the POUND (#) button.
   The TV mode button flashes three times.

6. Press the SAT mode button.

7. Press the plus (+) and minus (-) sides of the VOLUME button.
   The TV's volume changes and the TV mode button flashes instead of the AUX mode button.

Testing the System

Starting a Test

Press MENU 6-3 to access the **Diagnostics** menu. You will see several options available for testing your DVR receiver.

Telephone Connection Test

This test checks that the receiver telephone connection is working. Select the **Connection** option to begin the test. The receiver displays a message asking you to wait until the test is done.

- If the telephone connection is correct, then the receiver displays a **Phone Connection OK** message.
- If the receiver highlights the **Done** option, then select the **Dial Out** option so the receiver can make a toll-free call to the Customer Service Center. Press the remote control SELECT button to start the call. The receiver displays a message asking you to wait until the call is done. When the call is done, select the **Done** option to exit the test menu.
- If the telephone line is not connected properly, then the receiver displays a failure message. In this case, check the telephone connection and line, and then repeat the test.

  Note: If you have the receiver connected to a DSL (Digital Subscriber Line) phone line, it may cause this test to fail. If so, you will need to install a DSL filter between the receiver and the telephone jack on the wall. You should be able to get a DSL filter from your DSL provider or your local electronic-parts store.

Notes

Chapter 4

Reference

Troubleshooting Tables

Use these tables if you have problems using the system *before* calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
   - Read the *What's Happening* column until you find the problem.
   - Read the information in the *Possible Reason* column.
   - Try each of the suggested solutions in the *What to Do* column.
3. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see *www.dishnetwork.com*.

   Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the *Important System Information* menu to find these numbers (See *Ordering Your Programming* on page 4). Also, write down any error messages that the receiver displays on the television screen.

Reference

On-Screen Messages

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

Message Number	Possible Reason	What to Do
001	• There may be a problem with the multi-dish switch.	• Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, call the Customer Service Center for help.
002	• Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	• Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the **Point Dish/Signal** menu. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	• The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.	• Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. • Check the dish-to-receiver cable run length; if it is over 200 feet, call your dealer or installer. • Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the **Check Switch** test.
005	• The receiver may not yet have been authorized via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the **Signal Strength** bar in the **Point Dish/ Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
006	• The receiver may not be connected to an active telephone line. • The credit limit may have been suspended.	• You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. • Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.
008	• Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	• Install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.
011, 012	• Viewers in specific areas are prohibited from watching certain programs. *For example*, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	• Remember that the program providers specify which programs are "blacked out" for which viewers, *not* DISH Network™.

Message Number	Possible Reason	What to Do
013, 014	• You may have tried to tune to a program on a channel which you have not bought.	• You *must* buy a channel *before* you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.
015	• You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.	• Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the **Signal Strength** bar in the **Point Dish/ Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish.
018	• The receiver may not be connected to an active telephone line. • The credit limit may have been exceeded.	• You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. • Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.
022	• The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the **Signal Strength** bar in the **Point Dish/ Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
026	• The receiver may have temporarily lost the satellite signal.	• Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the **Signal Strength** bar in the **Point Dish/ Signal** menu is green and displays the word **Locked**. If not, contact your installer to re-aim the satellite dish.
028	• Pay Per View events cannot be purchased until the receiver has downloaded new software.	• Turn the receiver off via the remote "Power" button and do not disturb for the next 15 minutes. To change channels, press the "Up" or "Down" arrow button on the remote or use the "Recall" button to return to the last viewed channel.
032	• You may have tried to set a *VCR Event Timer* without having set up the receiver to control the VCR.	• You *must* set up the receiver to control the VCR *before* you can set a *VCR Event Timer*. See the *Using the System* for instructions.
059	• You may have tried to close an installation menu without having done the **Check Switch** test.	• If your setup includes a multi-dish switch, you *must* do the **Check Switch** test.
060	• You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the **Point Dish/Signal** menu.	• Make sure that you have selected the option for the right satellite on the **Point Dish/Signal** menu. • Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite.
061	• You may have set up the receiver to accept a transmission (a “download”) of the latest operating software via the satellite signal.	• It is *very* important for the receiver to get the latest operating software, so let the receiver do so. The “download” may take several minutes. Do *not* disturb or unplug the receiver during this time.

Message Number	Possible Reason	What to Do
074	• The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.	• Wait a few minutes and then try again to enter the password. **Note:** The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.
078, 079, 080	• You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective. • Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	• Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. **Note:** To be able to order pay per view programs, you *must* keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to *each* receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center. • Install a DSL filter between the receiver and the telephone wall jack.
093	• You may have set up the receiver to reset itself back to the "factory defaults," *that is*, the settings it had when it was shipped from the factory.	• If you want to reset the receiver to its factory default settings, select the **Yes** option. If not, select the **No** option.

Using the Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	• N/A	• Use the receiver front panel **Control Buttons** to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	• The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. • You may be using the wrong remote control (IR only or IR/UHF Pro) for the TV you are trying to operate.	• If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. • Make sure you are using an IR remote to control a nearby TV or UHF Pro remote to control the receiver in another room.
Your (optional) IR/UHF Pro remote control does not work well from far away.	• You may be experiencing interference from objects near your receiver antenna.	• Make sure the UHF antenna is connected to the receiver and not touching anything else. • Vary the tilt angle of the receiver's UHF antenna. Locate the UHF antenna tip away from other electronics equipment or metal surfaces, even if separated by wooden shelving. • Move the receiver to different locations. For best results, place the receiver as high as possible, above all other equipment in your entertainment center. • Place the UHF antenna outside the entertainment center by using a coaxial cable to connect it to the receiver.

What Is Happening	Possible Reason	What to Do
When you press the remote control **Power** button to turn the receiver ON, the receiver front panel **Power** light does not light up.	• Other lights are too bright. • Remote control not operating properly or the batteries are weak or dead. The receiver power cord not plugged into a power outlet, or there may be a problem with the AC power. • The remote control(s) may not be set to the address(es) used by the satellite receiver. • You may be trying to use an IR remote to control a receiver in another location. • The TV2 indicator will not light.	• Try other remote control buttons to see if the receiver is responding. • Replace the remote control batteries with fresh ones of the right size/type. • Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet. • Make sure the remote control(s) are set to the same address(es) used by the satellite receiver. See page 32 for information on changing the remote control address. • Make sure you are using the IR remote with a clear line of sight to the receiver. • This is normal. No action is required.
You use a pyramid type IR extender (not a "mouse tail"), and it does not seem to work.	• The IR sensor on the extender that receives the remote control signals may not be facing the remote control. The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel. • You are using Remote Control 2 which does not transmit IR signals.	• Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals. • Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals. • If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance. • Use a pyramid-type IR extender only with Remote Control 1 which uses IR signals. • Install a UHF attenuator.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel **TV1** light is on and there is a good picture on the TV set, but you do not hear any sound.	• You may have muted the sound, or set the volume so low that you cannot hear it. • The audio connections may not be properly connected.	• Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. • Check the audio connectors and cables from the receiver to the TV or the sound system. • Check the TV speakers or the sound system.
You hear a foreign language with a program.	• You may have set the receiver to an alternate audio language.	• Use the **Alternate Audio Language** menu to select the language that you prefer.

Using the Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver.	Start over again.

Watching A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel **TV1** light is on, but the TV image: is black (no picture), is frozen, has break-ups, has "snow," or shows small square patterns of various colors.	• The TV set may not be working properly. • If the TV and the receiver are working properly, there may be interference with the satellite signal. The TV may be wired to the wrong input. • The TV may not be on the correct channel. • The TV may not be set to display from the correct input.	• Make sure that the TV set is plugged into an electrical outlet. Make sure the outlet has electrical power. • Make sure that the TV is turned on. • If the receiver is connected to the TV using only the CH 3-4 connections, make sure that the TV is tuned to channel 3 or 4 (whichever works best in your area) and that the receiver is set to the same channel as the TV using the **Modulator Setup** screen. • If the TV is receiving the signal through coaxial cabling from the CH 3-4 output on the satellite receiver, make sure the TV is tuned to the same channel as indicated in the receiver **Modulator Setup** screen. • Make sure that the TV brightness and contrast are adjusted correctly. • Make sure that the TV is connected properly to the receiver. Make sure that the TV's text mode and closed captioned features are turned off. • If the TV is connected to the receiver using the RCA-type or S-Video connections, make sure the TV is set up to display from the correct connected input(s). • Check that the system has been installed correctly. Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the **Point Dish and Signal Strength** menu. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish.
The receiver front panel **Power** light is on, and there is a picture on the TV screen, but the picture: has sparkles or is grainy, has a herringbone pattern, lacks color or vertical hold, or wobbles, or looks "washed out" or fuzzy.	• The TV set may not be working properly. If the receiver is connected to the TV using only the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned. There may be interference from other nearby electrical devices (such as cellular telephones, computers, microwave ovens, radios, stereos, or TVs).	• Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. Make sure that the TV is connected properly to the receiver. Check other nearby electrical devices as possible sources of interference. Check that all required coaxial cables are in place. Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer.

What Is Happening	Possible Reason	What to Do
A "black box" fills almost all of the TV screen.	• You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.	• Using the TV remote control and/or menus displayed by the TV (*not* the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.
The TV screen is all blue.	• You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.	• Check your TV owner's manual for the correct TV input to use to connect the video signal output from the satellite receiver.

Using the Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the **Program Guide**, some channels have a red background.	• Red means that you have not bought the program. You *must* buy a channel before you can tune the receiver to it.	• If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).
You try to display future programs in the **Program Guide** or **Browse Banner**, but find you cannot.	• The **Program Guide** and **Browse Banner** can display programs scheduled for an extended, but not unlimited time beyond the present.	• Try displaying the **Program Guide** again later. By that time, it may show programs for the time and date you want. • Turn the receiver off for about ten minutes. This will allow the Program Guide to be updated.
You try to display programs that have ended in the **Program Guide** or **Browse Banner**, but find you cannot.	• The **Program Guide** and **Browse Banner** can display *only* programs that have not yet ended. These features *cannot* display a time earlier than the present.	• Contact the program providers for details on past programs.
When you are using the **Program Guide** or **Browse Banner**, some channels are missing.	• You may have applied a Favorite List other than the list named **All Chan**. • You may have set up the locks to hide certain programming. • If your setup includes a multi-dish switch, you may need to do the **Check Switch** procedure.	• You can change the applied Favorite List while using the **Program Guide**, by pressing the remote control **Guide** button repeatedly. You can choose another custom Favorite List, the **All Chan** list, which includes all of the channels, or the **All Sub** list, which includes all subscribed channels. • Unlock the receiver for the **Program Guide** to display hidden channels. • Do the **Check Switch** procedure (see the installation instructions for details).

Using Locks

What Is Happening	Possible Reason	What to Do
You set a lock (*for example*, a lock on programs by ratings), but the lock does not take effect.	• You may not have locked the receiver.	• You *must* lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	• You may not have written down the password, to keep it in a safe place.	• Call the Customer Service Center. You *must* provide account information to the Customer Service Representative. If you have set up a PIN, you will need to provide that, as well.

Reference

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered.	• You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message.	• Carefully retry entering the channel number you want. Press the remote control RECALL button to return to the previous channel number.
You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought.	• If a Favorite List other than **All Chan** is applied, the receiver will skip channels that are not on the applied list. • If you have set up the locks to hide adult channels and the receiver is locked, the receiver will skip such channels.	• Select **All Chan** as the active Favorite List by pressing the GUIDE button repeatedly. Unlock the receiver so that it does not skip adult channels. • If you want to buy a channel, call the Customer Service Center.

Using Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote **Guide** button while the **Program Guide** is displayed. You find that you can apply *only* the **All Chan** list or the **All Sub** list.	• If you have not added channels to any custom Favorite List, you will be able to apply *only* the **All Chan** list or the **All Sub** list.	• You *must* add channels to a custom Favorite List *before* you can apply it.
You try to change the **All Chan** list or the **All Sub** list. The receiver displays an **ERROR** message.	• The receiver will *not* allow you to change the **All Chan** list or the **All Sub** list.	• Choose another list to change. **Note:** You *can* only change the **All Sub** list by changing what channels you buy.
You try to apply an empty Favorite List. The receiver displays an **ERROR** message.	• The receiver will not allow you to apply an empty list.	• Choose another list to apply, or add at least one channel to the empty list.
A Favorite List does not show channels that you know you have added to it.	• If you have set up the locks to hide adult channels and the receiver is locked, the Favorite List will not show such channels.	• Unlock the receiver for the list to show adult channels.

Buying a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a pay per view program without your permission.	• You may have been away from the receiver, and someone else used it.	• Lock the purchase of pay per view programs. *Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases*. If you lock pay per view purchases, then anyone who wants to order a pay per view program *must* enter the password.

What Is Happening	Possible Reason	What to Do
You find that you are not able to order a pay per view program.	• The receiver may not be connected to an active telephone line. • The credit limit may have been exceeded.	• You *must* connect the receiver to an active telephone connection at all times. If you install two or more receivers, you *must* connect *each* receiver to an active telephone connection at *all* times. • Review your pay per view purchases to check the credit limit.
You find that you are not able to cancel a pay per view program.	• You ordered a pay per view program, and then decided not to watch it.	• You *cannot* cancel an order for a pay per view program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers.	• You ordered a pay per view program, and want it to be available via all the receivers in your setup.	• If you want to watch a pay per view program on TVs connected to up to six receivers, you must *order* the program for *each* receiver but you only *pay* for the program *once*.

Using the Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	• The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.	• You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
The receiver cannot connect to DISH Network.	• Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.	• Install a DSL filter between the receiver and the telephone wall jack.
You pick up the telephone to make a call, but you do not hear a dial tone.	• The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.	• Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	• The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.	• Resend the FAX or modem transmission.
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	• The receiver may have tried to call the Customer Service Center to send pay per view purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission.	• Have the sender resend the FAX or modem transmission.

Reference

Using Event Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	• You *must* enter the password *before* you can create an event timer for a locked program.	• To be able to set up an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.	• You *must* order a pay per view event *before* you can create an event timer for it.	• To be able to set up an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an **Error** message giving you the option to delete an event timer that was set up earlier.	• You already have set up the maximum number of event timers.	• To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	• You may have set up a *Reminder Event Timer* but what you should have set up is an *Auto-Tune Event Timer*, or a *VCR Event Timer*. • If you are using Record Plus, it is possible that someone at the other TV may have cancelled the timer when it activated.	• Remember that a *Reminder Event Timer* just reminds you that the program is about to start. An *Auto-Tune Event Timer* reminds you and tunes the receiver to the channel of the program. A *VCR Event Timer* reminds you, tunes the receiver, and starts the VCR. • Make sure you set up Record Plus timers when the other TV is not being used.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	• You may have set up a timer with an incorrect frequency.	• Remember that a *Once* event timer operates just one time. A *Mon.-Fri.* event timer operates Monday through Friday on the same channel at the same time. A *Daily* event timer does the same, Monday through Sunday. A *Weekly* event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	• The program time may have changed so that the event timer overlapped another event timer. The program time may have changed by more than twenty-four hours.	• If the receiver is ON and finds an event timer overlap, it will display the **Event Timer Scheduling Conflict** menu. You *must* edit or delete one of the overlapping event timers. No event timer will operate if the program time changes by more than twenty-four hours.
You set up a *Once* event timer, but the timer operates at a time different from what you expect.	• The program time changed.	• A *Once* event timer always operates at the actual time of the program.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	• Stopping the event timer applies *only* to the current showing of the program.	• To stop all operations of a repeated event timer, you *must* delete the event timer. **Note:** The receiver deletes a *Once* event timer when it operates.
You are testing a VCR code to see if the receiver controls a VCR. The VCR does not do the test.	• The VCR may not be turned ON, there may not be a tape inserted, the tape may not be rewound, or the write-protect tab on the tape may have been removed. The code you are testing may not be valid for the VCR.	• Make sure the VCR is turned ON, with a blank tape inserted on which you want to record, that the tape is rewound, and that the write-protect tab on the tape is intact. Try another VCR code from the **VCR Codes** table.

Using DVR Features

What's Happening	What's Wrong	What You Can Do
You find you can't watch part of a program you're auto recording.	• If the receiver runs out of room to auto record a program, it starts to erase the oldest part of the program to make room for new audio and video. • When you change the channel, you erase what's stored in auto recording. • You *can't* watch part of a "live" program that hasn't been broadcast yet, because the receiver hasn't recorded it yet.	• To make sure you can watch all of a program, on-demand record it instead of auto recording it. • If you want to be able to watch all of a program you're auto recording, don't change the channel. You can only auto record for about one hour.
You find the receiver didn't on-demand record a program.	• Maybe you didn't press the remote control RECORD button while you watched the program or set an *Event Timer* to record it. • Maybe the receiver ran out of room to on-demand record the program. • You may have had a signal outage caused by bad weather during the recording.	• To on-demand record a program, you *must* either press the remote control RECORD button *or* set an *Event Timer*. If you set an *Event Timer* to record the program, maybe the *Event Timer* was not set up right. See the *Event Timers* table for help. • Check the "time Left" on the **DishDVR Recorded Events** menu. If you "protect" many recorded programs, the receiver may not have enough room to record any new programs.
You find the receiver is missing programs you recorded.	If you don't "protect" a recorded program, and the receiver needs room to record a new program, it may record over that recorded program to have room.	Use the **DishDVR Recorded Events** menu to "protect" an on-demand recorded program. This means the receiver will ask you before it records over that recorded program. But note, if you "protect" many recorded programs, the receiver may not have enough room to record any new programs.
When you open a recorded program's info menu, some of the options seem to be missing.	You see menu options *only* when they work. *For example*, the **Start** option doesn't show up unless you select a recorded program.	You can use *only* the options you see on the menu. You won't see all the options at once. You'll never see a "Record" option; to record a program you *must either* press the remote control RECORD button or set an *Event Timer*.
On-demand recording stores only one program, or only part of one program.	On-demand recording works by program unless you set a manual event timer to start and stop the recording at the times you set yourself.	To record more than one program, or to record parts of one or more programs, set a manual event timer.

NOTES

Device Codes

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

TV Codes

Programming in AUX mode: Press 0 before entering the TV code.

TV	Codes
Abex	730
Action	662
Admiral	521, 605, 675
Aiko	727
Aiwa	751
Akai	570, 573, 906, 907, 908
A-Mark	620
Amtron	657
Anam National	509, 541, 620, 651, 657, 698
AOC	505, 506, 519, 520, 573, 620, 627, 652, 653, 654
Apex	743, 744, 745, 757, 814, 815
Archer	620
Audiovox	620, 657, 662
Bell & Howell	590, 669, 683
Bradford	657
Brockwood	627, 652
Broksonic	562, 748, 752
Candle	506, 523, 525, 536, 627, 652, 654
Candle/Citizen	573
Capehart	519, 627
Circuit City	627
Citizen	506, 516, 523, 524, 525, 526, 590, 652, 654, 657, 658, 680, 727
Classic	659
Colortyme	573, 627, 652, 654
Concerto	523, 652, 654
Contec/Cony	541, 655, 657, 662, 726
Craig	536, 541, 657, 662, 694
Crown	526, 536, 657
Curtis Mathes	506, 516, 526, 573, 590, 641, 645, 650, 652, 654, 658, 680, 683, 703, 708
CXC	541, 657, 662
Cytron	903, 904
Daewoo	505, 524, 526, 529, 530, 531, 573, 630, 652, 653, 654, 658, 684, 698, 719, 727, 816
Daytron	526, 627, 652, 654, 658
Dell	772, 773, 774
Dimensia	645, 650
Dixi	566, 620
Dumont	501, 627, 652
EchoStar	722
Electrohome	526, 573, 651, 652, 654, 656, 709, 728
Emerson	526, 534, 536, 541, 573, 590, 62,7 636, 642, 648, 652, 654, 655, 657, 658, 662, 682, 683, 692, 696, 699, 720, 816
Envision	506, 573, 652, 654
Fisher	542, 590, 683
Fortress	573
Fujitsu	534, 682, 694
Funai	534, 541, 657, 662, 682, 694
Futuretech	541, 657, 694
GE	508, 509, 543, 544, 630, 645, 646, 650, 651, 652, 654, 676, 690, 691, 698, 701, 715, 716, 725, 728, 742, 779, 809, 859
General Electric	627
Gibralter	501, 652
Goldstar	505, 523, 526, 545, 546, 566, 573, 652, 653, 654, 655, 656, 658, 693, 730
Granada	627
Grand	627
Grunpy	657, 682
Hallmark	627, 652, 654
Harman/Kardon	561
Harvard	657
Hinari	534
Hitachi	523, 526, 548, 549, 553, 554, 555, 585, 597, 626, 636, 638, 643, 648, 652, 654, 655, 702, 718, 726, 786, 788, 789, 790, 791, 792, 801, 802
HP	911, 912
IMA	657
Infinity	566
JBL	566
JC Penney	505, 506, 516, 525, 526, 543, 546, 631, 645, 646, 650, 652, 653, 654, 658, 676, 678, 680, 690, 691, 701, 725, 726, 728, 730
Jensen	556, 573, 652, 654
JVC	508, 557, 559, 642, 649, 655, 676, 726, 735, 736, 737, 812, 817
Kawasho	548, 561, 573, 652, 654
Kenwood	506, 573, 652, 654, 656
Kloss Novabeam	657, 698, 723, 724
Konka	753
KTV	526, 541, 573, 657, 658, 662, 696
LG	653, 766
Lloyds	627
Lloytron	526
Loewe	566
Logik	675
Luxman	523, 652, 654
LXI	563, 566, 590, 595, 631, 635, 645, 646, 650, 654, 683, 691, 701, 725
Magnasonic	573
Magnavox	506, 520, 525, 536, 566, 567, 568, 573, 610, 652, 654, 656, 723, 724, 729, 762, 818, 887, 888
Majestic	675
Marantz	506, 566, 573, 652, 654
Megatron	627, 654
Memorex	590, 627, 653, 654, 675, 683, 720
MGA	504, 505, 506, 542, 571, 573, 627, 652, 653, 654, 656, 728
Midland	501, 646, 658, 676, 725, 730
Mitsubishi	504, 505, 542, 570, 571, 572, 573, 597, 623, 627, 652, 653, 654, 656, 705, 728, 787, 799, 804
Montgomery Wards	500, 505, 506, 534, 543, 567, 568, 675
Motorola	521, 605, 651

TV	Codes
MTC	505, 506, 516, 523, 573, 627, 652, 653, 654, 680
Multitech	657
NAD	502, 617, 627, 631, 635, 637, 654
National	509
NEC	505, 506, 507, 517, 523, 573, 627, 651, 652, 653, 654, 731, 732
Nikkai	612
Nikko	654, 727
Normandic	717
Novabeam	561
NTC	727
Nyon	701
Olevia	910
Onwa	541, 657, 661
Optimus	637
Optonica	521, 605, 607
Orion	694
Osaki	612
Panasonic	508, 509, 510, 512, 566, 644, 651, 662, 676, 685, 689, 698, 700, 716, 734, 761, 765, 780, 784, 811, 819, 820, 821, 822, 823, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 889, 890, 900
Philco	505, 506, 525, 536, 568, 573, 610, 651, 652, 653, 654, 655, 656, 723, 724, 729
Philips	525, 566, 651, 652, 655, 656, 690, 723, 724, 729, 770, 782, 824, 825, 826, 827, 828, 891, 892, 893, 894
Philips Magnavox	782, 826, 827, 828, 829
Pilot	652, 658
Pioneer	502, 548, 576, 636, 637, 648, 652, 654, 708
Polaroid	766
Portland	505, 526, 573, 652, 654, 658, 727
Price Club	680
Prism	676
Proscan	645, 646, 650, 668, 691, 725, 742, 857
Proton	513, 519, 526, 536, 585, 627, 652, 654, 655
Pro View	902
Pulsar	501, 652
Quasar	508, 509, 651, 676, 698, 700, 860, 861, 862, 895, 896

TV	Codes
Radio Shack/Realistic	526, 541, 590, 607, 612, 645, 650, 652, 654, 655, 657, 658, 662, 683, 698, 730
RCA	503, 505, 548, 630, 633, 634, 636, 641, 645, 646, 648, 650, 651, 652, 653, 654, 656, 691, 698, 701, 708, 715, 716, 725, 742, 749, 763, 776, 805, 830, 831, 832, 863, 864
Runco	501
Sampo	506, 519, 652, 654, 658, 698, 730, 746
Samsung	505, 506, 516, 523, 526, 566, 573, 612, 627, 647, 652, 653, 654, 655, 656, 658, 680, 704, 717, 730, 738, 755, 833, 858, 897
Sansui	754 , 834
Sanyo	542, 590, 652, 683
SBR	566
Schneider	566
Scotch	654
Scott	526, 534, 537, 541, 600, 652, 654, 655, 657, 662, 682, 696, 701
Sears	523, 534, 542, 563, 590, 595, 601, 604, 617, 627, 631, 635, 645, 646, 650, 652, 654, 656, 659, 682, 683, 688, 691, 703, 725, 726
Seimitsu	627
Sharp	521, 526, 585, 605, 607, 628, 629, 652, 654, 655, 658, 739, 740, 741, 777, 794, 803, 835, 836, 898, 913
Shogun	652
Signature	675
Silver	573
Simpson	525
Solavox	612
Sony	500, 640, 690, 758, 781, 783, 795, 796, 797, 798, 806, 807, 808, 810, 837, 838, 839, 840, 841, 842, 843, 844, 845
Soundesign	525, 536, 541, 627, 652, 654, 657, 682
Spectricon	520, 620
Squareview	694
SSS	505, 541, 573, 652, 657
Starlite	657
Supra	523
SVA	901, 905
Sylvania	506, 525, 536, 566, 568, 569, 573, 600, 610, 652, 654, 656, 723, 724, 729, 733, 756, 764

TV	Codes
Symphonic	632, 657, 662, 692, 694, 846
Tandy	521, 605
Tatung	509, 651, 698
Technics	508, 676
Techwood	523, 573, 652, 654, 676
Teknika	504, 505, 512, 516, 523, 524, 525, 526, 534, 536, 541, 573, 644, 652, 653, 654, 655, 657, 658, 662, 675, 680, 682, 685, 726, 727
Tera	513
Thomas	627
Thompson	709
TMK	523, 573, 627, 652, 654
Toshiba	516, 590, 617, 631, 635, 680, 683, 688, 750, 771, 785, 793, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 865, 866, 909
Totevision	526, 658
Toyomenko	627
Universal	543, 690
Vector, Research	506
Victor	557
Video Concepts	570
Vidtech	505, 573, 627, 652, 653, 654
Viewsonic	760
Vizio	766
Wards	536, 573, 607, 645, 650, 652, 653, 654, 656, 675, 682, 690, 715, 723, 724, 729
White Westinghouse	816
Yamaha	505, 506, 573, 652, 653, 654, 656
York	627
Zenith	501, 520, 639, 652, 675, 693, 775, 778, 813, 899
Zonda	620

VCR Codes

Programming in AUX mode: Press 1 before entering the VCR code.

VCR	CODES
Adventura	588
Aiwa	588, 622, 623
Akai	513, 514, 515, 516, 517, 518, 568, 682
Alba	546

VCR	CODES
American High	678
Amstrad	588
ASA	556
Asha	675
Audio Dynamics	592
Audiovox	676
Beaumark	675
Bell & Howell	581
Broksonic	559
Bush	589
Calix	676
Candle	534, 594, 675, 676
Canon	554, 678
Citizen	534, 591, 592, 594, 675, 676
Colortyme	592
Craig	591, 675, 676
Curtis Mathes	554, 592, 594, 605, 607, 675, 678
Cybernex	675
Daewoo	534, 547, 559, 588
DBX	592
Dimensia	607
Dumont	549
Electrohome	676
Electrophonic	676
Emerson	505, 506, 508, 509, 511, 512, 518, 534, 559, 568, 588, 590, 618, 676, 678
Finlandia	549
Finlux	549, 556, 588
Fisher	548, 581, 584, 588, 610
Fuji	678
Funai	588
Garrard	588
GE	551, 552, 554, 572, 591, 605, 607, 675, 678
Go Video	557, 558, 620
Goldstar	592, 594, 676
Goodmans	585
Gradiente	588
Granada	549, 581
Grundig	556
Harley Davidson	588
Harman/Kardon	568, 592
Headquarter	581
Hitachi	536, 538, 539, 540, 588, 595, 597, 682
Instant Replay	678
ITT	518
JC Penney	554, 581, 591, 592, 594, 595, 675, 676, 678

VCR	CODES
JCL	678
Jensen	595, 682
JVC	561, 562, 581, 592, 594, 682
Kenwood	562, 581, 592, 594, 682
Kodak	676, 678
LG	676
Lloyd's	588
Logik	589, 681, 685
Luxor	518
LXI	676
Magnavox	533, 554, 556, 678, 797, 798
Magnin	676
Marantz	554, 556, 581, 585, 592, 594, 678
Marta	676
Matsushita	678
Memorex	533, 549, 554, 566, 581, 585, 588, 675, 676, 678
MGA	512, 567, 568
MGN Technology	675
Minolta	595
Mitsubishi	512, 562, 567, 568, 570, 595
Montgomery Wards	512, 554, 585, 590, 591
Motorola	678
MTC	544, 588, 675
Multitech	579, 588, 591, 675
NAD	573
NEC	562, 581, 592, 594, 682
Nikko	676
Noblex	675
Olympus	678
Optimus	676
Optonica	585
Panasonic	554, 614, 628, 633, 678, 777, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 799, 808, 809
Pentax	592, 595
Pentex Research	594
Perdio	588
Philco	554, 678
Philips	554, 556, 585, 678, 801, 802, 803, 804
Pilot	676
Pioneer	562, 574, 575, 576
Proscan	605, 607
Pulsar	533
Quarter	581

VCR	CODES
Quartz	581
Quasar	554, 678, 770, 771, 772, 805, 806
Radio Shack	512, 607, 610, 676
Radio Shack/Realistic	581, 584, 588, 675, 678
Radix	676
Randex	676
RCA	518, 525, 591, 595, 605, 607, 615, 649, 675, 678, 773, 774, 775
Realistic	534, 549, 554, 581, 584, 585, 588, 675, 678
Ricoh	502
Runco	533
Salora	567, 581
Samsung	515, 517, 534, 579, 591, 675, 755, 807
Sanky	533
Sansui	544, 562, 682
Sanyo	549, 581, 583, 675
SBR	556
Scott	508, 534, 559, 590
Sears	549, 581, 584, 595, 610, 676, 678
Sharp	512, 585, 595, 607
Shogun	675
Singer	678
Sony	500, 501, 502, 768, 778
STS	678
Sylvania	554, 556, 567, 588, 678, 756
Symphonic	588, 594
Tandy	581, 588
Tashiko	676
Tatung	594, 682
Teac	588, 594, 682
Technics	554, 633, 678
Teknika	554, 588, 676, 678
TMK	675
Toshiba	534, 535, 567, 584, 590, 769, 776
Totevision	591, 675, 676
Unitech	675
Vector Research	534, 592
Video Concepts	534, 568, 592
Videosonic	591, 675
Wards	534, 588, 595, 675, 676, 678
XR-1000	588, 678
Yamaha	581, 592, 594 682
Zenith	500, 501, 533, 779

TV/VCR Combo

Programming for combination devices: Program the remote control in TV mode and then in VCR mode.

TV/VCR	Codes
Broksonic	748
Goldstar	747
Panasonic	747
Quasar	747
Zenith	747

DVD Player Codes

Programming in AUX mode: Press 1 before entering the DVD code.

DVD Players	Codes
Aiwa	634, 694
Alpine	653
Apex	654, 655, 744 , 757, 835, 839
Archos	885
BOSE	758, 811
Broksonic	656, 752
Clarion	696
Classic	695
CyberHome	833
Daewoo	657, 859
Denon	697, 699, 700
EchoStar	722
Emerson	658
Fisher	659
Funai	658
GE	702, 703
Go Video	692, 693, 822
GPX	704
Hitachi	660, 668, 705, 706, 707, 740, 823, 860
JVC	689, 711, 850, 861, 862, 863
Konka	637, 638, 753
Koss	745
Magnavox	661
Memorex	709
Mintek	710
Mitsubishi	767, 867
Norcent	762
Oritron	723
Panasonic	639, 663, 714, 715, 716, 734, 765, 813, 840, 841, 855, 856, 868, 869, 870, 871, 872, 873, 882
Philips	766, 874
Pioneer	665, 719, 812, 876, 877, 878, 879, 880
Proscan	720
Qwestar	723
RCA	666, 690, 749 , 816, 842, 854
Sampo	724
Samsung	652, 667, 668, 691, 705, 740, 741, 820, 821, 844, 845, 866, 875, 881
Sansui	725, 754
Sanyo	643
Sharp	669, 865
Sherwood	728
Sony	617, 645, 670, 671, 729, 730, 731, 817, 818, 830, 831, 832, 836, 837, 838, 843, 847, 848, 849, 851, 852, 853, 857, 858, 864, 883, 884
Sylvania	658, 764, 829
Teac	732
Technics	733
Techwood	664
Toshiba	616, 646, 672, 735, 736, 814, 815, 819, 825, 826, 827, 828, 834, 846
Yamaha	737, 739
Zenith	673, 824

Tuner/Amplifier Codes

Programming in AUX mode: Press 2 before entering the tuner/amplifier code.

Tuner/Amplifier	Codes
Aiwa	636, 641, 656, 687, 718, 720, 725, 726
BOSE	761, 780
Carver	653
Citizen	709
Denon	647, 674, 759, 760, 762, 807, 809, 814, 835
Fisher	653
GE	711
Goldstar	677, 690
Harman/Kardon	640, 672, 751
Hitachi	717
JBL	640
JVC	637, 703, 725, 786, 827
Kenwood	676, 691, 726, 728, 774, 795, 828, 829, 830, 831, 832, 840, 842
Magnavox	654, 705
Marantz	651, 764, 845
NAD	739
Nakamichi	671
NEC	716
Onkyo	642, 660, 662, 678, 785, 788, 790, 791, 792, 796, 801, 846
Optimus	648, 664
Panasonic	643, 644, 652, 783, 797, 798, 799, 808, 810, 815, 816, 817, 818, 819, 820, 821, 822, 824, 825, 826, 833, 836, 837, 838, 839
Pioneer	667, 668, 679, 702, 767, 770, 772, 779, 802, 806, 844
Proton	654, 705
Quasar	652
RCA	635, 638, 704, 727
Sharp	712, 713, 714, 715
Sherwood	646, 670

Tuner/Amplifier	Codes
Sony	639, 645, 687, 728, 729, 730, 765, 766, 769, 771, 773, 775, 776, 777, 778, 781, 782, 784, 787, 789, 793, 794, 803, 811, 812, 813
Soundmatters	763
Teac	684
Technics	643, 644, 652, 768, 804, 805, 843
Toshiba	710
Victor	703
Yamaha	663, 730, 731, 732, 733, 823, 834, 841

TV/DVD Combo Codes

Programming for combination devices: Program the remote control in TV mode using the TV code, and then in VCR mode (or in AUX mode - press 1 before entering the DVD code) using the DVD code.

TV/DVD	Codes
Apex	757
Broksonic	752
Cytron	904
Panasonic	734, 765
RCA	749
Sansui	754
Sylvania	764
Toshiba	865 TV & 814 DVD, 866 TV & 815 DVD

DVD/VCR Combo Codes

Programming for combination devices: Program the remote in VCR mode using the VCR code, and then in AUX mode (press 1 before entering the DVD code) using the DVD code.

DVD/VCR	Codes
Go Video	692, 693, 822
JVC	689
RCA	690
Samsung	667, 691, 820, 821
Sony	778 VCR & 817 DVD, 768 VCR ONLY, 818 DVD ONLY
Toshiba	819
Zenith	779 VCR ONLY

TV/VCR Combo Codes

Programming for combination devices: Program the remote control in TV mode using the TV code, and then in VCR mode using the VCR code.

TV/VCR	Codes
Magnavox	887 TV & 797 VCR
Philips	891 TV & 801 VCR, 892 TV & 802 VCR, 893 TV & 803 VCR, 894 TV & 804 VCR
Quasar	860 TV & 770 VCR, 861 TV & 771 VCR, 862 TV & 772 VCR, 895 TV & 805 VCR, 896 TV & 806 VCR
RCA	863 TV & 773 VCR, 864 TV & 774 VCR
Samsung	755 TV & 755 VCR, 897 TV & 807 VCR
Sylvania	756 TV & 756 VCR

TV/VCR/DVD Combo Codes

Programming for combination devices: Program the remote control in TV mode using the TV code, then in VCR mode using the VCR code, and finally the DVD in AUX mode (press 1 before entering the DVD code) using the DVD code.

TV/VCR/DVD	Codes
Panasonic	900 TV, 810 VCR, & 882 DVD code in AUX

TV/VCR/Tuner Combo Codes

Programming for combination devices: Program the remote in TV mode using the TV code, VCR mode using the VCR code, and tuner in AUX mode (press 2 before entering the tuner code).

TV/VCR/Tuner	Codes
Panasonic	867 TV, 796 VCR, & 797 tuner code in AUX
	868 TV, 799 VCR, & 798 tuner code in AUX
	869 TV, 808 VCR, & 799 tuner code in AUX
	870 TV, 780 VCR, & 839 tuner code in AUX
	871 TV, 781 VCR, & 838 tuner code in AUX
	872 TV, 782 VCR, & 837 tuner code in AUX
	873 TV, 783 VCR, & 836 tuner code in AUX
	874 TV, 784 VCR, & 833 tuner code in AUX
	875 TV, 785 VCR, & 826 tuner code in AUX
	876 TV, 786 VCR, & 825 tuner code in AUX
	877 TV, 787 VCR, & 824 tuner code in AUX
	878 TV, 788 VCR, & 822 tuner code in AUX
	879 TV, 789 VCR, & 821 tuner code in AUX
	880 TV, 790 VCR, & 820 tuner code in AUX
	881 TV, 791 VCR, & 819 tuner code in AUX
	882 TV, 792 VCR, & 818 tuner code in AUX
	883 TV, 793 VCR, & 817 tuner code in AUX
	884 TV, 794 VCR, & 816 tuner code in AUX
	885 TV, 795 VCR, & 815 tuner code in AUX
	889 TV, 809 VCR, & 808 tuner code in AUX

Notes

Appendix

Limited Warranty

This **Limited Warranty** is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

What the Warranty Covers

This warranty extends *only* to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies ("EchoStar") warrant this system against defects in materials or workmanship as follows:

- **LABOR**: For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period.
  Note: "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does *not* include other parts purchased separately.

What the Warranty Does Not Cover

- This warranty *does not cover* installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty *does not cover* consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty *does not cover* cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty *does not cover* equipment sold AS IS or WITH ALL FAULTS, **shipping and handling**, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the Customer Service Center at 1-800-333-3474. Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the **Important System Information** menu to find these numbers.
2. A Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. *Before shipping* any equipment, you *must* talk to a Return Authorization representative and *must* obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the *Advance Exchange Program* below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. *Any items returned without a copy of the Proof of Purchase will be considered out of warranty.* Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. *To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense*.

Advance Exchange Program

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment *after* ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

Post Receipt Exchange Program

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

Residential Customer Agreement

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement (the "Agreement") in Spanish, please visit www.dishnetwork.com or call us at 1 (800) 333-DISH and we will send you a copy. *Para ver este Acuerdo en español por favor visite www.dishnetwork.com o llame al 1(800)333-DISH y le enviaremos una copia.*

DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year:

Phone	(800) 333-DISH (3474)
Email:	care@dishnetwork.com
Mail:	DISH NETWORK CUSTOMER SERVICE CENTER P.O. BOX 9033 LITTLETON, CO 80160
Website:	www.dishnetwork.com

For purposes of this Residential Customer Agreement (the "Agreement") and any customer agreement(s) applicable to the promotion(s) under which you are receiving Services and/or Equipment from DISH Network (each, a "Promotion Agreement"): (i) "you" and "your" refer to you, the DISH Network subscriber; and (ii) "DISH Network," "we," "us" or "our" refer to DISH Network L.L.C. (formerly known as EchoStar Satellite L.L.C.) or, where applicable under the particular circumstances, third-party billing agents.

"DISH Network" is a registered trademark of DISH Network L.L.C.

THIS AGREEMENT, TOGETHER WITH ANY APPLICABLE PROMOTION AGREEMENT, SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES AND EQUIPMENT TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL WE CHANGE OR REPLACE IT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THIS AGREEMENT, AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED AGREEMENT. IF YOU ARE AN EXISTING CUSTOMER AND DO NOT WISH TO ACCEPT ANY CHANGED OR REPLACED AGREEMENT, YOU MUST NOTIFY US IMMEDIATELY AND WE WILL, AT OUR OPTION, EITHER CANCEL YOUR SERVICE OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE PREVIOUS VERSION OF THIS AGREEMENT.

1.THE DISH NETWORK SERVICE

A. Services Defined. For purposes of this Agreement, the term "Services" shall mean all video, audio, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription based, pay-per-view based or otherwise) and that we may provide to consumers in the future.

B. Minimum Programming Levels. If your applicable Promotion Agreement specifies required minimum programming, you must subscribe to such programming. Otherwise, you must subscribe to one or more of the following programming packages, or we may charge you a Service Access Fee (as detailed in Section 2(D)): DishFAMILY, DishMÉXICO, TurboHD Bronze or a higher version of such packages; a Chinese, Greek, Russian, Polish, Urdu, Arabic, Portuguese, or Hindi language programming package; a combination of Locals Only and one of TV Globo/Record Package, TV Globo a la carte, Israeli Platinum Package, Panorama Italiano, TV Japan, Polish Premium Pack, Bangla Mega Pack, Punjabi Pack, Telugu Pack, Pinoy Mega Pack, German Language Plus Package, or RTVI/RTVI+ Package; or any of their successor packages. We may change such minimum programming requirements at any time.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Changing Your Programming Selection. Unless otherwise specified in this Agreement or any applicable Promotion Agreement(s), you may change your programming selection at any time by notifying us. A Transaction Fee (as detailed in Section 2(D)) may apply to such programming changes, unless you are receiving Services and/or Equipment (as defined in Section 4(A)) pursuant to a Promotion Agreement that requires you to pay in full for all Services and/or Equipment prior to receiving such Services and/or Equipment (a "Pre-Pay Promotion").

E. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only at your time of renewal. You may not downgrade your Services during the term of a multi-month subscription.

F. Ordering Pay-Per-View. You may use your remote control and on-screen program guide to order pay-per-view Services through your television if your DISH Network receiver is connected to a land-based telephone line and/or a broadband home network. You may also order DISH Network pay-per-view Services by calling 1-877-DISH-PPV (3474-778) and using our automated system, or speaking with a live operator at one of our customer service centers; in either case, a fee will apply as detailed in Section 2(D). Pre-Pay Promotion customers may only order pay-per-view Services by calling 1-877-DISH-PPV (3473-778).

G. Accessing the Internet Through Your Receiver. Some of our receivers can be used to access websites and information on the Internet. Neither DISH Network nor EchoStar Technologies L.L.C. ("EchoStar") has any control over such websites and information, and neither we nor EchoStar make any representations, warranties or guarantees as to the availability or content of such websites and information, including without limitation: (i) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such websites or information; or (ii) whether using the software contained in such receivers may result in accessing unintended, inappropriate or objectionable content. We and/or EchoStar may change, limit, suspend, disable and/or remove your ability to access the Internet using your receiver at any time without notice. We and/or EchoStar may also limit or restrict the websites and information that you may access on the Internet using your receiver at any time without notice.

H. Private Home Viewing Only. DISH Network provides Services to you solely for viewing, use and enjoyment in your private home. You agree that no Services provided to you will be viewed in areas open to the public, commercial establishments or other residential locations. Services may not be rebroadcast or performed, and admission may not be charged for listening to or viewing any Services. If your Services are viewed in an area open to the public, a commercial establishment or another residential location, we may disconnect your Services and, in addition to all other applicable fees, you must pay us the difference between the price actually paid for Services and the full applicable rate for such Services, regardless of whether we have the right to distribute such Services in such other location.

I.. Changes in Services Offered. We may add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, as well as the prices and fees related to such programming, programming packages and Services, at any time, including without limitation, during any term commitment period to which you have agreed. If a change affects you, we will notify you of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other

Services, we have no obligation to replace or supplement such programming, programming packages or other Services. You are not entitled to any refund because of a deletion, rearrangement or change of any programming, programming packages or other Services.

J. Promoional Offers and Items. If a third party, such as an independent DISH Network retailer, integrator or private cable operator, offered you a promotional offer or item in connection with your subscription to the Services, such third party is wholly responsible for fulfilling such promotional offer or providing such promotional item, and DISH Network is not in any way responsible for such fulfillment.

2. BILLING POLICIES; PAYMENTS FOR SERVICES; FEES

A. Payments. You agree to pay all amounts billed for Services, as well as all taxes, fees and other charges, if any, that are now or may in the future be assessed in connection with any Services you receive from us, and any other charges due and owing to us. State and local taxes or reimbursement charges for gross earnings taxes imposed on satellite providers for transmission of programming in some states may apply. Unless you prepay for a multi-month subscription to Services or prepay for all Services as required by your participation in a Pre-Pay Promotion, we will bill you monthly in advance for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your Equipment, whether with or without your permission, until you cancel your Services. Multi-month subscription customers and Pre-Pay Promotion customers will be billed based on your pre-pay period (multi-month subscriptions) or monthly (Pre-Pay Promotion customers), and must make all payments in advance of the due date on your bill in order to continue receiving your Services; you must also pre-pay for all other Services, such as pay-per-view, ordered by you or anyone who uses your Equipment, whether with or without your permission.

B. Billing Policies. Your bills will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account. You may submit your payment by mail, on our website, through our AutoPay program, by calling a DISH Network customer service representative, or by any other means that we designate. Partial payments will be applied first to the oldest outstanding bill. You must make your payment regardless of whether you receive a bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation, our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee (as detailed in Section 2(D)) is not interest, a credit service charge or a finance charge. Certain fees and charges may apply in certain circumstances to your payment for the Services, including without limitation, those set forth in Section 2(D).

C. Alterations to Payment Terms. If you pay for a monthly subscription (other than a Pre-Pay Promotion) and your account is past due on more than one occasion, we may require that you pay for all Services and Equipment before you receive them, and you will be deemed to be receiving your Service under a Pre-Pay Promotion, at which point, all terms and conditions of such Pre-Pay Promotion will apply to you. If you paid for a multi-month subscription to any Services and your account is past due for any amount, we may convert your multi-month subscription to a monthly subscription, and we will first apply the amount you paid for your multi-month subscription to any past due amounts and then to any obligations you incur in the future.

D. Fees. In addition to any amounts due for your Services and any other amounts due under this Agreement or any applicable Promotion Agreement, you agree to pay the fees listed below ("Fees") if and when applicable. DISH Network may change these Fees, increase or decrease these Fees, or impose additional Fees at any time upon notice to you. Discounts on certain monthly fees may be available from time to time if you subscribe to certain programming packages and/or use certain Equipment. Additional fees may apply for non-standard installations or if you upgrade your Equipment after installation.

Monthly Fees		
Type of Fee	**Amount**	**Description of When Fee Applies**
Additional Receiver Fee	$7.00	You have more than 1 receiver on your account. Per additional high definition (HD) receiver.
	$5.00	You have more than 1 receiver on your account. Per additional standard definition (SD) receiver.
Alaska Dish 500AK Upgrade Fee	$4.99	You receive Services in Alaska.
DishHOME Protection Plan	$5.99	You participate in the DishHOME Protection Plan.
DISH Pause	$5.00	You are eligible for and participtate in DISH Pause.
DVR Service Fee	$5.98	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package.
Hawaii Dish 500H Upgrade Fee	$4.99	You receive Services in Hawaii.
TV2 Receiver Connection Fee	$5.00	You purchase or lease a dual-tuner, two-TV receiver and it is not connected to a phone line or broadband home network.

(**Monthly Fees** continued on next page)

Service Access Fee	$6.00	You do not subscribe to applicable required minimum monthly programming.
Transactional Fees		
Type of Fee	**Amount**	**Description of When Fee Applies**
Check by Phone Fee	$9.99	You make a personal check payment using our automated phone system or through our customer service center.
External Hard Drive Activation Fee	$39.99	One time fee charged if you have a ViP receiver and you choose to connect an external hard drive to that receiver.
Late Payment Fee	$5.00	You do not pay your bill in full on or before its due date (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Live Operator Payment Fee	$5.00	You make a debit or credit card payment through a DISH Network customer service representative (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Mobile Fee	$20.00	You would like the ability to order pay-per-view Services at any time without a phone line connected to your receiver. Charged annually.
Pay-Per-View Automated Fee	$1.50	You use our automated telephone system to order DISH Network pay-per-view Services.
Pay-Per-View Live Operator Fee	$5.00	You call one of our customer service centers to order DISH Network pay-per-view Services.
Restart Fee	$25.00	We disconnect your Services for any reason and you wish to restart such Services (unless you are receiving Services pursuant to a Pre-Pay Promotion).
	$5.00	If you are a Pre-Pay Promotion customer, we disconnect your Services for any reason, and you wish to restart such Services.
Returned Payment Fee	$10.00	You pay DISH Network by EFT or check and payment is subsequently returned.
Shipping and Handling Fee	$14.95	DISH Network sends you hardware you via regular delivery. (Additional $10 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands deliveries.)
	$5.95	DISH Network sends you a remote control via regular delivery. (An additional $10 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands deliveries.)
	$8.95	DISH Network sends you an accessory via regular delivery. (An additional $7 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands deliveries.)
	24.95	DISH Network sends you an item via overnight delivery (not available to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands.)
Smart Card Replacement Fee	$50.00	We replace your Smart Card because it was lost, damaged, defective or stolen, as long as there is no evidence of unauthorized tampering or modification.
Statement Request Fee	$2.00	You request a copy of a previous billing statement.
Transaction Fee	$5.00	You change your programming selection (but not regarding adult programming).
	$10.00	Changes to your programming selection include adult programming.

In the event billing is provided through a third-party billing agent, the above fees may differ.

E. Restarting Your Services. If you do not pay your bill in full by its due date, or you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we may disconnect your Services, and in such event we will be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or any other reason, DISH Network may require that you pay, and you agree to pay, before we reconnect your Services, all past due charges, a Restart Fee, a deposit equal to a minimum of two months' service charges (or in the case of a restart under a Pre-Pay Promotion, one month's service charges), and all outstanding balances accrued through the date of such disconnection. If your Services are disconnected for non-payment or any other reason, you will no longer be eligible, even if you pay to restart your Service, to receive any remaining credits or promotional pricing that you would have been eligible to receive had your Services not been disconnected. Unless required by applicable law, deposits will not be held segregated from other funds and will not earn or accrue interest. Promotional pricing is valid only at the time of installation.

F. Attorney's Fees/Collections. . If we use an attorney or a collection agency to collect any money you owe us or to assert any other right that we may have against you, including without limitation, any breach of any agreement you may have with DISH Network or one of our affiliates, you agree to pay the reasonable costs of such collection or other action. These costs may include, without limitation, the costs of a collection agency, reasonable attorneys' fees and court costs. If you believe you have been billed in error or you would like to make any other requests for a billing statement credit, you must contact our customer service center by telephone or in writing within twenty (20) days after the date you receive the bill for which you are seeking correction. Failure to timely notify us of a dispute will constitute your acceptance of the corresponding bill. You must pay undisputed portions of any billing statement before the next billing statement is issued or you must pay a Late Payment Fee. All payments for Services must be made directly by you to us, unless we authorize otherwise; for example, DISH Network shall have no obligation to provide Services for which payment is made by you to a third party or payment is made by a third party on your behalf.

G. Billing Agent Payments. Different or other payment and billing terms, conditions, options and fees may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company.

3. CANCELLATION OF SERVICE

A. Continuation of Services. Your subscription to Services will automatically renew until you cancel your Services or we otherwise disconnect your Services, in each case as provided herein or in any applicable Promotion Agreement.

B. Cancellation Policies. You may cancel your Services for any reason at any time by notifying us at the phone number, e-mail address or mailing address set forth at the top of this Agreement. Please be aware that certain promotions have an optional or mandatory term commitment period and if you cancel your Services prior to the expiration of an applicable optional or mandatory term commitment period, certain early termination or cancellation fees may apply.

C. Disconnection of Services. In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network may disconnect your Services at any time without notifying you if: (i) you fail to pay any bill in full when it is due; (ii) we receive confirmation that you have received Services, or any part of the Services, without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any applicable Promotion Agreement; (iv) you transfer, encumber or relocate any leased Equipment (unless you relocate such Equipment as part of a residential move into an area within which you can permissibly continue to receive such Services); (v) you assign or attempt to assign any of your rights, duties or obligations under this Agreement or any applicable Promotion Agreement; (vi) you are receiving Services through a third-party billing agent and become ineligible to receive applicable services provided by such third-party billing agent; or (vii) you commence any act or filing of bankruptcy or bankruptcy proceedings are commenced against you.

D. No Credits. If your Services are cancelled or disconnected for any reason, you still must pay all outstanding balances accrued, including without limitation, any applicable fees. Except in certain limited circumstances, charges for Services, once charged to your account, are non-refundable, and no refunds or credits will be provided in connection with the cancellation of Services. If you received a discounted price due to a promotion, and you cancel prior to any applicable expiration of that promotion, you are not entitled to any refund or credit for the unused portions of such discounted price. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

4. EQUIPMENT

A. Equipment. In order to receive Services you must purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s) and applicable Smart Card(s), remote control(s), satellite antenna(s), and low noise block converter(s) with integrated feed(s) (collectively, "Equipment").

B. Additional Tuners and Receivers. We may choose to allow you to place additional receivers on your account. If we allow you to do so, each additional receiver will be authorized to receive the same Services as your initial receiver, subject to the limitations of your television equipment. All of your receivers must be located at the same residence and continuously connected to the same land-based telephone line and/or broadband home network. If you wish to receive Services at two different residential locations, you must open a separate account for each location, unless otherwise specifically authorized by Dish Network. You may not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to the same land-based telephone line and/or broadband home network. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account.

C. Smart Cards. Receiver(s) are equipped with a conditional access card ("Smart Card") inserted into a slot or otherwise installed in such receiver. Not all receivers with a Smart Card slot require a Smart Card for proper authorization. Smart Cards remain the property of DISH Network at all times and must be returned to us upon our request. Smart Cards are not transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our customer service center that your Smart Card has been lost, damaged, defective or stolen, we will replace it, unless there is evidence of unauthorized tampering or modification, and a Smart Card Replacement Fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery, in which case an Overnight Delivery Fee will apply.

D. PVR/DVR. DISH Network's personal video recorder/digital video recorder ("PVR/DVR") products allow you to record programming in digital format. Total available recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming, or that any such programming will not be deleted from your PVR/DVR product. Most programming is the copyrighted material of the third party that supplies it; is protected by copyright and other applicable laws; and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it (except as permitted by the "fair use" provisions of the U.S. copyright laws).

E. Telephone/Broadband Connection. To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to the same land-based telephone line and/or a broadband home network. Failure to connect each receiver to the same land-based telephone line and/or a broadband home network may result in interruption or disconnection of Services. We may charge you a TV2 Receiver Connection Fee for each dual-tuner, two-TV receiver that is not connected to the same land-based telephone line and/or a broadband home network.

F. Receiver Alterations. DISH Network may, through periodic downloads, alter the software, features and/or functionality in your DISH Network receivers; provide data and content to PVR/DVR products; store and remove data and content on the hard drives of PVR/DVR products; and send electronic counter-measures to your DISH Network receivers. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads. DISH Network may from time to time cease supporting one or more DISH Network receiver models.

G. Proprietary Components and Software. DISH Network receivers and Smart Cards contain components and software that are proprietary to DISH Network and its licensors. You agree that you will not try to reverse-engineer, decompile or disassemble, nor will you tamper with or modify, any software or hardware contained within any receiver or Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

H. Software License. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network, its licensors and/or its suppliers from time to time, solely in executable code form, solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased, and solely for the purposes permitted under this Agreement. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy of such software, in whole or in part. You may not reverse-engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license, and DISH Network, its licensors and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). Any attempt to transfer any of the rights, duties or obligations of this license is null and void. If you breach any term or condition of this license, this license will automatically terminate.

I. Stolen Equipment. If any of your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our customer service center by telephone or in writing immediately, but in any event not later than three (3) business days after such removal, to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

5. LEASED EQUIPMENT

A. Lease Terms. We may choose to lease certain Equipment to subscribers. Unless otherwise specified in an applicable Promotion Agreement(s), such Equipment (including without limitation, the LNBFs, but not the satellite antenna), shall at all times remain the sole and exclusive property of DISH Network, and we may provide or replace leased Equipment with new or reconditioned Equipment at any time, and upon cancellation or disconnection of your Services, remove or require the return of such Equipment. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your real property. We may make such filings and recordings that we may consider necessary to evidence our ownership rights in such Equipment, and you agree to execute any and all documents that we may consider necessary for us to make such filings. Our ownership of such Equipment may be displayed by notice contained on it. You have no right at any time to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment, or to tamper with or alter any notice of our ownership on such Equipment. Any reinstallation, return, or change in the location of such Equipment must be performed by DISH Network at our then-current service rates. You shall not attach any electrical or other devices to, or in any way alter, any such Equipment without our prior written consent. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Return of Leased Equipment. Upon cancellation or disconnection of your Services, you must contact our customer service center or call the telephone number set forth in any applicable Promotion Agreement to schedule the return of your leased Equipment. If you do not return such Equipment undamaged and in working order, normal wear and tear excepted, you are responsible and must pay us certain charges as described in any applicable Promotion Agreement.

C. Defects and Damages. You must notify us immediately of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment must be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notifying you. You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease Equipment or your account has an outstanding balance.

7. LIMITATION OF OUR LIABILITY

A. INTERRUPTIONS AND DELAYS. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY INTERRUPTION IN ANY SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION: IF SUCH INTERRUPTION, DELAY OR FAILURE TO PERFORM ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES; THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S); A CHANGE IN THE FEATURES AVAILABLE WITH YOUR EQUIPMENT; ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US; OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL.

B. ALTERATIONS TO EQUIPMENT. NONE OF DISH NETWORK, ECHOSTAR OR OUR THIRD-PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY ALTERATION TO ANY EQUIPMENT, INCLUDING WITHOUT LIMITATION, REMOVING OR DISABLING FEATURES (SUCH AS THE ABILITY TO ACCESS THE INTERNET VIA A RECEIVER).

C. LOSS OF RECORDED MATERIAL. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING, INCLUDING WITHOUT LIMITATION, ANY LOSS OR PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

D. NO WARRANTIES. EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED.

E. CONTENT RESTRICTIONS. IT IS YOUR RESPONSIBILITY TO IMPOSE ANY PROGRAMMING, INTERNET OR OTHER CONTENT RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. NONE OF DISH NETWORK, ECHOSTAR, OUR THIRD-PARTY BILLING AGENTS, OR OUR AND THEIR AFFILIATES SHALL HAVE ANY LIABILITY TO ANYONE DUE TO, OR BASED UPON, ANY CONTENT (INCLUDING WITHOUT LIMITATION ANY INACCURACIES, ERRORS IN OR OMISSIONS FROM SUCH CONTENT): (i) CONTAINED IN ANY OF THE SERVICES FURNISHED TO YOU; OR (ii) ACCESSED USING SERVICES OR EQUIPMENT FURNISHED TO YOU.

F. DAMAGES LIMITATION. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO: DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT; OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU; OR ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

8. WARNING AGAINST PIRACY AND INFRINGEMENT

A. Piracy. Receiving any portion of the Services without paying for them and/or any direct or indirect act or attempted act to engage or assist in any unauthorized interception or reception of any portion of the Services is a violation of various U.S. federal and state laws and of this Agreement. The penalties for violating such laws can include imprisonment and civil damage awards of up to $110,000 per violation.

B. Infringement. Section 605(e)4 of Title 47 of the United States Code makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any person who procures Equipment that has been so modified is an accessory to that offense and may be punished in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. The Equipment may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by DISH Network or its suppliers or licensors, and is intended for home and other limited pay-per-view uses only, unless otherwise authorized by DISH Network or its suppliers or licensors. Reverse engineering or disassembly is prohibited.

9. GENERAL

A. Notice. Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your bill, as a bill insert, via broadcast on a television channel, through publication on the website set forth at the top of this Agreement, by telephone, or by any other reasonable means. If we send you notice by mail, on your bill or as a bill insert, it will be considered given the day after it is deposited in the U.S. mail, addressed to you at your then-current billing address in our records. If we send you notice via broadcast on a television channel or through publication on the website set forth at the top of this Agreement, it will be considered given when first broadcast or published. If we send you notice by telephone, it will be considered given when personally delivered to you or when left as a message at your then-current phone number in our records. Unless otherwise specified in this Agreement, any notice required or permitted to be given by you under this Agreement shall be in writing and shall be sent by first-class mail addressed to us at the mailing address set forth at the top of this Agreement, and shall be deemed given when received by us at such mailing address.

B. Physical Address/Change of Address. When setting up your DISH Network account, you must provide us with the physical address where your Equipment will be located and your Services will be provided. A post office box does not meet this requirement. You must give us immediate notice of any change of name, mailing address, telephone number, or physical address where your Equipment is located. You may do this by notifying our customer service center by telephone or in writing at the phone number, mailing address, or e-mail address set forth at the top of this Agreement.

C. Online Account Information. If you have an online account with us, you are responsible for maintaining the confidentiality of your account username and password and for all activities that occur under your account username and/or password. You must: (i) keep your account username and password confidential and not share them with anyone else; and (ii) immediately notify us of any unauthorized use of your password and/or account username or other breach of security.

D. Third-Party Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf, in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances. Additional terms and conditions imposed by our third-party billing agents may apply. For example and without limitation: (i) late fees imposed by our third-party billing agents may be administered according to our third-party billing agent's billing procedures and applicable state tariffs and regulations; (ii) our third-party billing agents may require that you pay all past due charges for Services, a restart fee, and/or a prepayment before we reconnect your Services; and (iii) other services provided by our third-party billing agents, including without limitation, local telephone service, may need to be restored before DISH Network Services can be restored, and a restoral fee and/or deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied first to the balance due for other services billed on your third-party billing agent bill, including without limitation, local telephone service, according to the third-party billing agent's billing procedures and applicable state statutes and regulations. Please contact your third-party billing agent for details. Failure to pay all or any part of your third-party billing agent bill may result in disconnection of Services.

E. Credit Checks. You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation, acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any credit reporting agency. Please include in any such notice the specific item of dispute and why you believe the information reported is in error.

F. Applicable Law. This Agreement, including without limitation, all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement, the Services or the Equipment shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. This Agreement is subject to amendment, modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision will be considered modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

G. Remedies Cumulative. The rights and remedies provided under this Agreement to DISH Network in case of your default or breach of this Agreement are cumulative and without prejudice to any other rights and remedies that DISH Network may have by reason of such default or breach at law, in equity, under contract or otherwise (all of which are expressly reserved).

H. Other. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change or override this Agreement. DISH Network may, however, change this Agreement at any time and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination will continue thereafter. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation, any applicable Promotion Agreement, and except as provided to the contrary herein, all such written agreements shall remain in full force and effect. Except as expressly set forth in this Agreement to the contrary, this Agreement replaces and supersedes any and all prior DISH Network Residential Customer Agreements in their entirety, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any ambiguity between this Agreement and any applicable Promotion Agreement, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination concerning any issue arising from such ambiguity.

Staying Legal

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

This product may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

U.S. Patent No's 4631603, 4577216, 4819098 are licensed for limited pay per view only.

FCC Compliance

The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations..

Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

REN for this equipment: **0.1B** or **0.3B**

This equipment uses the following Universal Service Order Code (USOC) jacks: RJ-11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact DISH Network at 1-800-333-3474 for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

There are no customer repairable parts inside. Any attempts to repair the receiver will void your authorization to use it.

Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Modifying this receiver may void your authority to use the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Refer to *Troubleshooting* in *Chapter 5* for a detailed description of recommended customer actions.

If none of the remedies on the previous page stops the radio interference, you should contact a licensed radio/television technician, your satellite dealer, or call the Customer Service Center at 1-800-333-3474, for assistance.

Signal Strength Present at the Television

In order to properly install this satellite receiver, you will need to have access to specialized equipment that can measure the picture carrier voltage present on the coax cable. If you do not have access to this equipment, it is recommended that you contact a professional installer.

The FCC requires that amplitude of the signal presented to the television set does not exceed 75.6dBuV.

If the signal measured at the television exceeds this limit, you are required to employ an attenuator, similar to the one provided with your receiver, to decrease the amplitude of the signal until it no longer exceeds 75.6dBuV.

Connecting to an Over-the-Air Antenna

In order to receive local broadcast channels, you may wish to install an over-the-air antenna into your distribution system. When installing an antenna, you must be careful to meet certain FCC regulations.

There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters, and amplifiers. The FCC requires that the isolation between the antenna port and the network port of your system meet the following:

- 80dB from 54 MHz to 216 MHz, at least
- 60dB from 216 MHz to 550 MHz and at least
- 55dB from 550 MHz to 806 MHz.

Measuring the isolation of a device requires specialized equipment. In most cases, it is easier to purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer. The above requirements are extracted from 47CFR15.115. For the complete text please visit WWW.FCC.GOV.

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Notes

Receiver Information

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu (see *Ordering Your Program Packages* on page 4).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

Remote Control Settings

	IR Remote Control (included)	Accessory RF Remote Control
Remote Control Address (SAT Mode)		
TV Code (TV Mode)		
VCR Code (VCR Mode)		
Auxiliary Code (AUX Mode)		

TV Channel Settings

	Channel 3 or 4	Input Number/Source Name
TV Channel or Input for DISH Network		